

## Oakleaf

Where quality and integrity still counts



We are Oakleafe - specialist builders based in Dagenham. Oakleafe has been around since the 18th century. It has always been family owned and run, and we, the current members, are the 8th generation.

Oakleafe has at its core quality, integrity and Innovation. We have been pushing ahead with new sustainability measures in an effort to become carbon neutral by 2015. Oakleafe take customer service and performance to a level that most building companies fail to aspire to.

#### Our Speciality

- All Building Works
- Insurance Repairs & Claim Handling
- Facilities Management
- Property Development

#### We can offer you:

- A one stop shop for all trades professionally managed by our accredited project managers
- 24 Hour 365 days a year accountability with planned and emergency response capabilities manned day and night
- A bespoke internet project tracking software system for clients, insurance companies and our workforce all linked in for transparency and efficiency
- Employees tagged as London's Heavenly Builders and a Customer service award for excellence
- Ground breaking innovations such as our Oakleafe phone app that allows us to scope and price a job 10 times quicker than normal giving you instant costing turnaround
- A company continuously investing in accreditations to show our competency and professionalism
- ISO 9001 professional management systems
- ISO 14001 professional waste management systems
- NVQ Level 5 professional managers
- City & Guilds master tradesman
- Oakleafe are Federation of master builders Master bond Affiliates (We can offer a 10 year backed warranty on our work) – most builders are 1 year
- A complete claim handling shop for all insurance claims when most of our competitors are still struggling with providing estimates on time Green Oakleafe

Oakleafe are proud winners of the Green Award. We invest heavily in sustainable solutions to drive our company forward. We have set a target of being carbon neutral by 2015 and great strides are being made in achieving this goal. Oakleafe use only the most recent of vehicles equipped with Euro V engines minimising carbon emissions from our fleet and ensuring we are legally compliant well into the future.

We pay a premium to local waste recycling companies to sort and remove the various materials for recycling. By outsourcing our waste recycling we ensure that the waste is recycled properly. We operate a multi skip policy on projects and separate the waste into categories – mixed/general waste, plastics, cardboard / paper and metals so that these are readily returned into the re manufacture of other products by our licensed contractor. This is at considerable cost to us as well as the labour involved in doing so.

Light sensors have been added to the lighting circuits within the offices so that only the absolutely necessary amount of power is used during occupied times. The products we use have also been reviewed. We now use more environmentally friendly products and maintain a database of preferred sustainable materials and products which are used in substitute for less expensive environment damaging solutions.

We made a commitment to change and have recently been awarded the ISO: 14001 standard as part of our ongoing target of best practice. Our office is completely paper less as is our digital workflow management system that the entire workforce is driven by. This technology ensures that no paperwork is actually printed unless absolutely necessary. Our use of consumables have decreased by 34% as a result meaning less paper and ink and this can only be of benefit to the environment.

All our employees have been part of the Flash Sustainability Programme aimed at educating people as to the benefits of sustainability and green therapy in the business. Green like our logo Oakleafe believe in looking after the environment in which we work and live so that it can continue to look after us.

We have recently been awarded the prestigious Investors In People Award for efforts in this area. All our staff live in the borough and preference is given to the local community. We value training and education as it gives us an edge over our competitors even though it comes at considerable cost.

At Oakleafe we have experienced a vast improvement in attitudes, productivity, loyalty, motivation & most importantly retention of key staff because of our investment in them underlines our commitment to them.

- We have employed 8 apprentices to learn with us over the last 3 years
- 6 of them are now fully qualified and plying their respective skills in the local environment.
- 2 Are in their final year
- All of our workplace staff attend training & new skills courses to help them improve
- All of our management team are undertaking professional management NVQ qualifications.
- The 2 youngest in the team, Dean and Lee Goodwin, are completing a Bsc building surveying
- Our oldest John has just completed a specialist management diploma at the age of 57!
- As part of our ambition to be the best, we have employed the direction of a business coach.
- Rob Bowles has joined us in an effort to become better business owners and further improve the professionalism of the company operations. He works on a 1 to 1 basis with the whole team with the key aim being to improve Oakleafe.

Lee Goodwin is also a London region council member of the Federation of Master builders, the largest trade association in the country. His involvement and passion for the industry is aimed at helping develop the future of all builders in the country for the better.

Our training commitments increases confidence of our staff and ultimately the quality and professionalism of our services. It inspires our workforce to achieve things they thought they would be unable to and broadens their outlook.

This is a continuous process, one we are committed to. We look forward to the future in encouraging and supporting employees to obtain maximum fulfilment in their goals. We believe in the development of young people as the lifeblood of our company. It will ensure sustainability and provide new skills to the team. In association with construction skills the guys are able to maintain their skills base with up to date methods and programs.



## Kitchens

Oakleaf specialises in the design and installation of all kitchens and use only the highest quality tradesman to ensure the best possible results for your projects. If you have the kitchen, Oakleaf can fit it. We use experienced carpenters to install your new kitchen.



We offer 3D visualisations of your kitchen design, can supply your kitchen units and appliances and integrate you into the whole process. Our qualified installation team will fit any make of units, appliances, flooring, or tiling you desire.

As specialist kitchen fitters, we offer a complete installation service. This includes removal and disposal of your old kitchen, fitting new units and appliances, all electrical, gas and plumbing work and tiling to walls and floors. Of course, to complete the job may involve input from other trades, however this can be accommodated as we employ all trades that work for us on larger and insurance related projects.

## Bathrooms

At Oakleaf we are able to supply and fit all leading bathroom brands. We use experienced plumbers and tilers to design and fit your new bathroom. We employ all trades in house. If you want bespoke bathroom installation you need to employ a reputable company who have the workforce and experience to carry out the job.

- Removal, replacement and installation
- Showers, Baths & Wet rooms
- Floor & wall tiling
- Under floor heating
- Bathroom electrics

Oakleaf plumbers work on part of larger Oakleaf projects and cover all aspects of plumbing. Our Gas Safe registered plumbers and heating engineers are qualified to work on all types of boilers and gas equipment.

## Extensions

Have you more children than bedrooms? Do you desperately need a home office?

At Oakleaf we will design and build your extension or loft conversion that will add extra living space and increase the value of your property. Oakleaf, in conjunction with our business partners can deal with the project from start to finish and will assist with everything from design, building regulations approval and planning permission, to construction of the extension or conversion.

If you want to have a look at a current extension or loft conversion please contact us and we will be happy to show you around an ongoing project.



## Claim Handling

Disorientation and worry are normal reactions to a stressful experience. Oakleaf are an experienced company who, in association with our business partners, will handle the claim for you from initial contact to completion. Our allies include RICS Surveyors, Structural engineers, Architects, Assessors, Forensics and specialist analysis teams capable of covering all perils and situations.

### If you have an insurance claim:

1. Call Oakleaf – we will send a team out to mitigate the loss (stop further damage) which is a requirement of any policy holder under the terms of their insurance .
2. We will attend any time day or night at your property to assess the damage and give you advice and ensure the property is safe.
3. If emergency works are required we will arrange for this work to be done and invoice your insurance company direct.
4. We will contact your insurance company and arrange for a loss adjustor to look at the damage.
5. We will prepare a detailed estimate and schedule of works for your insurance company.
6. We will attend when the loss adjustor visits
7. We will negotiate with the insurance company on your behalf and ensure you receive the best possible outcome
8. Once authorisation is received we will arrange for your property to be restored to a very high standard and agree timescales with you.
9. The work will be overseen by one of our project managers and you can use our bespoke Claimtrack system to have an input and follow progression from your phone or desktop
10. Once work is completed you will be asked to inspect the work and sign a satisfaction note.
11. We will invoice the insurance company direct. No cost or hassle to yourselves.

Just as insurers appoint a loss adjuster or surveyor to represent them, so you the policyholder should instruct an experienced insurance repair company like Oakleaf on your behalf. Insurance companies appoint their own representatives to keep costs down normally omitting to advise you of the full extent of your entitlement in the event of an insurance claim. Entitlements can vary from policy to policy.

These usually include but are not restricted to:

- Full building reinstatement entitlements to pre-loss condition
- Alternative accommodation during works
- Removal, storage and/or relocation fees
- Food allowances
- Electricity allowance during works
- Other incurred out of pocket expenses or loss of income



Fully Integrated Facilities Management Services  
Having Oakleaf as a single company to maintain all your essential services has many advantages. Clearly cost effectiveness is a prime reason for using us, but the benefits of a single line of communication can save hours of valuable management time. You can also be sure that you have engineers with the necessary technical skills dealing with problems as they arise.

We can deliver services from our own resources. Working in a proactive and innovative partnership with you, we provide a one-stop shop covering every aspect of Facilities Management in London & Essex.

We deliver all our services direct to ensure tightly managed, fully-integrated solutions. Customers benefit from all the resources of a company with a 'one team' approach that results in lower costs and better service outcomes.

- Serious about safety
- Embedded health and safety culture
- Industry expertise
- Innovative services through sector focus
- Delivery through partnership
- Long-term customer relationships
- Full suite of services including catering, cleaning, security and mechanical and electrical
- Engaged employees
- Delivering the best customer experience
- Sustainability
- Committed to environmental best practice
- Thinking lean - Improved productivity, efficiencies and cost-saving through lean processes

Mobile Planned Preventative Maintenance offers services range from air conditioning maintenance to boiler



servicing, from water treatment monitoring to fire alarm testing. Breakdown response is also provided by these teams; guaranteeing a fast fault finding service and a return to full working order with minimum down-time. Resident sites are allocated a dedicated technician or team who provide 'round the clock' cover for all aspects of electrical and mechanical services. Typically, this covers a number of handyman duties as well. All personnel are trained to the very highest professional, technical and safety standards, with ongoing training needs constantly assessed.

Tailoring Facilities Management Solutions To Your Needs  
Cleaning, window cleaning, waste management, washroom services, security, grounds maintenance, and computer equipment cleaning are just a few examples of facilities services that are at the backbone of all companies.

Organising these services is a big job that is best left to a facilities management company, and no facilities management service provider is more knowledgeable and experienced than Initial.

- Oakleaf Facilities Management Services Can:
- Self-perform services from our own extensive resources.
  - Manage services delivered via third party providers procured from the open market.
  - Manage services delivered via our sister companies where they offer best value.

Oakleaf have a proven track record of providing facilities management services to a range of public and private sector organisations.

We work with you to understand your business or organisation and then tailor a solution to meet your precise needs. We assure quality services by providing professional and independent management of your facilities and facility services.

Oakleaf work with many of London's premier property developers in transforming distressed and tired properties ready for re-marketing.

We have Architects, RICS Surveyors & Structural Engineers who are experts in the process. Our professional highly accredited teams and digital workflow management system allows actual live input into projects from your phone and desktop.

Oakleaf hold the ISO 9001 & 14001 professional management system accreditation and all major trade associated affiliations such as CHAS, Gas Safe, NICEIC and we are Master bonded Federation of master Builders who can offer insurance backed guarantees up to 10 years. With over 100 years of joint experience Oakleaf has built up a formidable reputation and level of expertise.

We offer a wide range of services that can support you throughout the build process, from planning to design, build and customer handover. These services support both private and commercial building projects.



**Oakleaf**

Unit 18D  
Midas Business Park  
Dagenham  
Essex  
RM10 8PS

**T:** 0208 517 7111

**F:** 0208 517 7112

**E:** [office@oakleafeltd.com](mailto:office@oakleafeltd.com)