



# NEWSLETTER

ISSUE 2 | WINTER 2022

## Message from the Chief Operating Officer

**A warm welcome to the latest edition of the IPM Newsletter**

.....

Welcome to the second edition of the company newsletter, I hope you managed to find time to have a read of our first edition. New for this issue we have added Gardener's Corner; this will be an ongoing feature where we will give you some idea of what tasks you should be carrying out in your garden/allotment for this time of year.

Over the last few months, we been extremely busy carrying out projects for our clients that would have normally had to been carried during company shut-downs or out of hours, but with Covid restrictions in place, buildings and car parks have been very underutilized enabling works to be carried out sooner than programmed.



Our Winter services division has also had an extremely busy period with over the last few months covering sites from Sheffield to the Isle of Wight. Well done to the team for delivering such an efficient service to a continually increasing portfolio, year after year.

Finally, congratulations to our Going the Extra Mile winners Adam and Nick who you will read about a little later in this issue.

A handwritten signature in black ink, appearing to read 'Neil Fleming'.

**Neil Fleming** | coo



1

97%

of people we support say they feel happier since coming to Transform

2

96%

of people we support feel more independent thanks for Transform

3

89%

of people we support are more able to manage their money thanks to our support

4

86%

of people have seen an improvement in their ability to manage their drug issues

5

95%

of people feel more hopeful about the future thanks to our support



## Christmas Donation to Transform

Once again, IPM held a Christmas drive to provide Transform with hygiene products for Christmas.



For the last 2 years, IPM's chosen charity of the year has been Transform Housing, who are a local housing charity working with homeless people, around Surrey, Hampshire, and London. Unfortunately due to COVID, we were unable to run as many events as we would have liked this year, to help raise money for them, however, our Christmas drive has once again proven to be very successful.

For this years' Christmas Appeal, instead of food, we were asked by Transform for hygiene products and gift packs. Hygiene poverty is as rife as food poverty, but doesn't get as much attention, and no matter

your station in life, who doesn't like receiving a present at Christmas.

As such, for three weeks leading up to it, we have been collecting a whole host of products and gifts and between us, we were able to get a big pile of gifts which we donated to Transform.

A big thank you to everyone who chipped in with something to make this Christmas Appeal happen.



To find out more, please visit [www.transformhousing.org.uk](http://www.transformhousing.org.uk)



## IPM Signs the Armed Forces Covenant

**IPM Facilities is proud to announce the successful completion and subsequent accreditation with the Armed Forces Covenant.**

The Armed Forces Covenant is a promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly.

As a company who employ ex-service personnel as staff, we thought it right that we did our bit to help fly the flag and sign the covenant to show our support.

We've pledged to make sure that our armed forces community will not be disadvantaged in accessing our services after they've served in the military





# Long Serving Employees at IPM Facilities

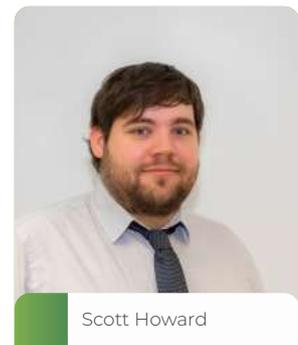
**We are proud at IPM to have such fantastic and loyal people working for us. We have twenty employees who have been with us for more than 5 years as of the end of February 2022 and below is the list of those people in recognition for their loyal service.**

Julie Gardiner	Operations Director	17 Years 7 Months
Debbie Warren	Help Desk	16 Years 1 Months
Michael Yarney	Grounds Maintenance	15 Years 9 Months
Shaun Atkinson	Grounds Maintenance	11 Years 4 Months
Tom Rowley	Grounds Maintenance	11 Years 4 Months
Ian Millward	Grounds Maintenance	11 Years 4 Months
Badu Ampomah-Mensah	Office Cleaner	11 Years 4 Months
Mark Noakes	Managing Director	10 Years 2 Months
Geoff Layton	Operations Manager	9 Years 7 Months
Graham Knock	Grounds Maintenance	8 Years 8 Months
Curtis Peck	Grounds Maintenance	7 Years 8 Months
Jess Vaughan	Help Desk	7 Years 6 Months
Neil Fleming	Chief Operating Officer	5 Years 12 Months
Jay Bartlett	Assistant Operation Manager	5 Years 11 Months
Steve Osborne	Grounds Maintenance	5 Years 11 Months
Scott Stevens	Grounds Maintenance	5 Years 10 Months
John House	Head of Landscape	5 Years 10 Months
Anthony Oliver	External Cleaner	5 Years 8 Months
Paul Smythe	External Cleaner	5 Years 8 Months
Scott Howard	Help Desk	5 Years 4 Months

.....

Mark Noakes our Managing Director commented "I would like to express my personal appreciation and thank everyone mentioned above for being such valuable members of our team and to the contributing to making our Company a success. We value the hard work of all our employees, and I am proud that IPM has so many long serving members of staff. Thank you to all"

Over the coming issues, we will be adding articles on all the above and giving some insight how they have helped shape and grown our Company.



Scott Howard

## This winter, we saw Scott, one of our HelpDesk Co-Ordinators celebrate five years at IPM

Scott joined IPM in November 2016.

"5 years has passed in a flash! When we were all in one office with the Ops Managers fighting for space to work, it was even worse when you added landscaping into the mix! Now we are in a bigger premises we can at least say there has been no more fighting for desk space.

Before starting I had very little knowledge in a lot of areas but have grown with the role.

Thank you IPM and I look forward to the next five years!"



# New Head of Property Management



**After a long and thorough search both internally and externally, Dom joins us bringing over 15 years' experience to the table. Instead of talking about him, we thought it would be better for him to introduce himself...**

*'Hi, my name is Dominic, but I prefer to be called Dom.*

*I joined IPM facilities in January 2022 and have worked in property over the last 15 years. Joining IPM facilities has been the perfect fit for me, as it brings all my skills together in a perfect partnership with an established business with the drive to provide the best service to clients.*

*I have worked in both residential and commercial property, and this experience has provided me with a wealth of first-hand knowledge on how to manage most situations.*

*IPM facilities is the one-stop-shop for all your property management needs from landscaping and remodelling outside space, to refurbishing and managing large and small properties. We take the problem and find a resolution in a cost-effective and efficient way.*

*Each year, property and facilities managers are all faced with different issues, and the past 2 years we have all been coping with the Corona virus Pandemic. We have all had to find different ways to operate, both in business and on a personal level. The positive of this*

*is that it has given us the chance to take stock of what we already have, what we need, and how to get it.*

*At IPM Facilities we hope to give our clients the advice they need to ensure your property is safe, functional and maintained. We can do everything from assist with PPM schedules to reactive maintenance. Please feel free to reach out to me if you're an existing client who wants to uplift their current relationship, or a new client needing some experience and innovative ideas to manage your property'*

Neil Fleming, our COO commented, "We are very pleased to have Dom join IPM. In the short time he has been with us he has reached out to a great number of clients introducing himself and exploring any future projects they might like us to get involved in."

We would also like to welcome to the company since our last Newsletter, cleaners Anton Leskiv, Peter Scotcher, James Moul, and Yaw Acheampong, Reece Bartlett, Steve Neve, and Craig Sandalls in our landscaping team, and Sam Hartgill and Vicki Eason in accounts. 'It's great to see that IPM is continuing to grow and we look forward to welcoming all of you into the IPM family. I hope in time, I get to meet everyone'.



**Dominic Shaw**

1

Favourite Football Team  
Pompey

2

Favourite Meal  
Thai

3

Biggest Fear  
Heights

1

Favourite Movie  
Lock, Stock, and Two Smoking Barrels



## Our Staff Are Growing Our Business

As we look at additional ways which we can encourage and reward those within the business who go beyond and help push the company forward, we have now introduced a new scheme, open to all employees.

It is called, 'Going the Extra Mile' and it is an award given to anyone within the business who has gone beyond their job remit to ensure IPM's success. The winners will receive a £100 M&S voucher for their endeavours and hard work. There is no limit on how many or when these may happen, so if you know of someone who has gone above and beyond, nominate them, today!

Below are the conditions to be met for an employee to nominate or win the award.

- You cannot nominate yourself
- All nominations you make, must be made to your line manager
- If you are nominating your line manager, please submit to their line manager
- Line manager will fill in the relevant form and submit it to the COO
- There is no limit on the number of applications
- There is no limit on the number of winners in any given time frame
- You can nominate a person more than once but not for the same achievement
- Final decision will be made by the Chief Operations Officer

## Going The Extra Mile

And the winners are...



Adam Ricketts



Nick Diment

After reviewing the recent nominations, we are pleased to announce that the winners are Adam Ricketts and Nick Diment.

Adam has consistently provided excellent grounds maintenance standards on his sites and deals with any challenge that is given to him in a professional manner. We recently received this comment from our client whose site Adam looks after, "this is the best condition I have seen it in. Adam has transformed our grounds with his hard work and dedication"

Nick started with us last July and was thrown into the deep end at the height of the season as the previous foreman left the company. We were very impressed how quickly Nick settled in and navigated his way around sites he had not encountered before. Many of which were in need of some further attention to detail. Nick turned these sites around in no time at all, and we have heard nothing but praise from our clients for all his efforts.

# IPM Going Green Carbon Neutral



Over the last six months IPM has been collecting a range of data to help us build our Net Zero Road Map

As the business world becomes more aware of its impact on the world around us, and the responsibility we have to ensure future generations inherit a healthy planet, IPM is driving towards becoming a Net Zero business.

As such, since last summer we have been slowly implementing new methods of recording certain information from fuel usage to waste, to enable us to get a reading of where we are currently at. Once we have an accurate measure, we can then develop initiatives and practices which year-on-year will reduce our carbon footprint to a point where we are Net Zero.

As you can imagine, this is no small

task and we have engaged with ECA, a carbon consultancy to help us get there. We are now in the process of building out a Road Map which will be published for all to see. From here, we will look to offset our footprint through the use of carbon credits in the short term and over time reduce our footprint to a point where offsetting is not needed.

As this touches every area of the business, over the coming months we will be engaging with our staff at all levels for their input to help IPM transition to a Net Zero business.



## Electric Solutions



The first of our new completely electric Tesla's



IPM's Battery Operated Machinery

# Showing off a Show Home - Landscaping Project



In October 2021 we were awarded a landscape project and were tasked with landscaping a new show home. This show home had to be completed by 10th January 2022 however, we could only start one week before Christmas. This included two pergolas, two sleeper planters, five contemporary planters and over 3000 plants, 15 trees, 260m turf and 8 pallets mulch.

With the site still under construction, the team was putting together a beautiful sales area for the client. Both our landscape team and the on-site ground workers were doing so well our client added several more areas to the front and rear, for us to elevate. With members of the team being laid low with Covid in the New Year we were up against it but managed to get it all completed and ready for the Directors inspection.

There had been several issues with installing the landscaping in such a tight time frame from the inclement weather to having to work around many different trades who were on site.

The team at IPM worked alongside the ground workers and site managers to come up with solutions that worked for all parties. We worked together to clear space for our team to get the plants, wood, bark mulch and turf to the areas where we wouldn't be causing any issues to other trades.

Our team divided the work area in sections. Firstly, the planting was undertaken, and the shrub borders were bark mulched, then the turf was then laid. Everything looked immaculate. That was when our problem started! Having completed our works, the site management then instructed the fencing and tarmacking contractors to undertake their works. This entailed them walking through the newly planted shrub borders and over the newly laid turf. As you can imagine they made a real mess of our finished landscaping! We were then tasked to rectify the damage along with completing a third pergola and an extra area of landscaping.

All told, the client was extremely happy with the results and how flexible we were with their ever changing and evolving plans. This highlights the problems and tight working schedules on this and similar landscape projects our team face.

Well done to Fraser Mullen, Graham Knock and the landscaping team on yet another successful landscape scheme

**BEFORE**



**AFTER**



# IPM's 2022 Charity of the Year



## THE ROSEMARY FOUNDATION HOSPICE AT HOME



### Main Objectives

- 1 To provide a full supportive hands-on nursing service for patients suffering from cancer, or adults with life-limiting illness, within their own homes.
- 2 To provide counselling and bereavement support to patients and their families.
- 3 To work closely with other Health Care Professionals involved in the individual patient's care – GPs, Community Nurses and Palliative Care teams.
- 4 To provide supportive palliative care to ensure the highest possible quality of remaining life for all patients and their families.
- 5 To provide such services in accordance with need, irrespective of wealth, gender, ethnic origin, or religious persuasion.
- 6 To provide services in such a way as to build personal relationships between patients and their carers and to provide every patient with a named nurse having overall responsibility for their welfare.

**We asked our staff to nominate and then vote on who the charity of year should be for IPM in 2022, and we have a worthy winner!**

IPM is proud to announce that after numerous nominations within the business and a consequent vote amongst all its staff, the charity we will be supporting in 2022 is The Rosemary Foundation

The Rosemary Foundation was founded in 1997 by a group of dedicated former staff members of the Bordean House palliative care unit, to provide a 'Hospice at Home' service for patients suffering from cancer and other life-limiting illnesses.

Since then, the Foundation has supported over 3,300 patients (November 21) and their respective loved ones and has extended the area it covers to serve a wide range of places, including Mid and South East Hampshire and into West Sussex.

This charity was nominated by our accounts manager, Vicki Eason.

*"I put them forward for our charity*

*of the year as I sadly lost my Nan in 2020 and they were an integral part in giving her a very dignified passing at home. They also enabled my mum and Aunt to go from caregivers, back to daughter and daughter-in-law at such an emotional time.*

*After battling Ovarian Cancer for years, she had a fall at home due to a Stroke in September 2020. Without the Rosemary Foundation and their lovely team who played, if possible, an even more vital role due to Covid, my Nan would have been taken to hospital and died alone. This was sadly the reality that too many families had endured during the last couple of years.*

*Thankfully, we had the support of The Rosemary Foundation and with their never faulting care, my Nan passed away in her sleep at home, in her own bed, surrounded by loved ones. As a family, we can't thank them enough for the kindness they showed us at such a difficult time."*

Over the next 12 months, we will be doing a range of fundraising activities for them, as well as helping them where we can in other ways.

# Drainage Report

**This month, the fabric department are focusing on drain maintenance. This is may not be the most exciting of subjects, but if not managed correctly can be very expensive. A blocked drain can cause so much damage and can be very unpleasant to clean up.**

This month, our operations managers have started this year's pre planned maintenance on our clients' drain systems. This can include clearing ACO drains in car parks to fully jet cleaning manholes and clearing any debris. Each time we undertake this we quite often find a large build-up of wet wipes, blue roll and thick toilet roll.

To combat this, ensure that sanitary bins are provided in all toilets. This can prevent this type of waste from being flushed away, and therefore preventing blockages. Wet wipes also do not break down as quickly as toilet roll and can be so devastating for the environment. Ensure these, and all sanitary products, are disposed of in sanitary bins.

Make sure to flush all water flows regularly, to help to reduce the risk of legionnaire and to ensure a good

clear flow through your drains. Doing this will therefore help to prevent any blockages.

Ensure that fat is not disposed of down the sinks. In 2008, the word "fatberg" was coined. This is a collection of fat and oil within the drain, which can cause blockages. The largest yet was found in London in 2017, measuring 250 metres long and weighing 130 tonnes! This one blocked the sewer, but smaller "fatbergs" can exist in your own drains. These can be costly and difficult to remove. If you are worried you may have one it is worth asking one of our operations managers to arrange a CCTV survey. The equipment we use can really allow us to understand exactly what is causing the blockage, whether this is a "fatberg" or it may even be a broken pipe.

We recently carried out a CCTV inspection of our local hospice (The Rosemary Foundation) after they had reported foul smells and slow moving waste water. We arranged a CCTV analysis of the drains, and it was clear that a collapsed pipe had caused the issue. We were able to help and advise and are now looking at putting into place a regular PPM schedule.



## DID YOU KNOW?

### Egyptians Created Drainage Systems

What didn't they create?! The Egyptians were one of the first documented civilisations to have created drainage systems. Water was a huge part of their purification rituals, so it was incredibly important to ensure their water was clean and healthy.

### The Minoans

In Knossos on the Greek island of Crete, the Minoan Palace had four (yes, four!) whole drainage systems. These systems emptied sewage into vast sewers made of stone. Just think about how long it would have taken to build and fix them!

### The Romans

They had to appear at some point, right? The Romans not only gave us the roads on which we've travelled on for hundreds of years, they also created sewer systems in Rome that were known as Cloaca Maxima. Now we know why the Romans seemed to be bathing in luxury water in all of those films. They loved their baths so much that they built one of the greatest sewers in history.

### Alexander Cumming – Inventor of the Toilet

Alexander Cumming created the two piece flushing toilet design, in fact, the very same design is still used today! Although, it was improved by Joseph Bramah in 1778. It goes without saying that thanks to these two men, the world is a far better and far cleaner place.



## Gardeners Corner

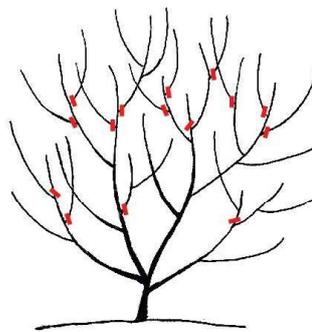
**Now is an excellent time to transplant mature or established trees and shrubs while they are dormant as the sap has not started to rise within the plant structure. Refrain from fertilizing them until they have started to grow, and gently does it do not apply to much in one go, more frequent applications is better than one large one. Depending which product, you apply read the application rates thoroughly.**

Perennials can be cut down and tidied up and if any of them are getting too large in the border, lift them and divide them up, the best way to do this is to place 2 garden forks together and lever them apart this will make separate the clump of perennial enabling you to plant some newly created clumps in a new area, or give them away to a neighbour.

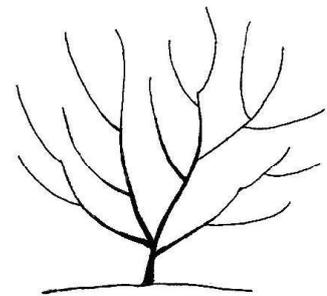
Shrub pruning, first prune out any dead or diseased branches, then thin out by removing one -third of the stems or branches at ground level, removing oldest ones first; and then shape the rest of the plant, keeping an eye on the shape of the plant.

Prune rose bushes while they are still dormant. Use Sharp secateurs which will make clean cuts making the cut just above an outward growing bud and remove any dead, dying, crossing and weak stems. Leave four to eight healthy stems.

**Tip - When purchasing plants, the largest ones are not always the best to buy, especially when buying bare rooted items. The medium to small sizes (4-6) feet are usually faster to establish and very soon overtake the growth of the larger size.**



Before pruning



After pruning

Now is the time to check bulbs or tubers over that you have stored over the winter for vermin damage, disease, or rot, if they are dry lightly mist them over with some water, remove any poor-quality ones immediately to save any further issues.

January – February is the time to start sowing in doors or in a heated greenhouse, for those of you that grow bedding it's time to sow Petunias, begonia, Sweet peas and impatiens and for vegetable growers it's time for peppers, tomatoes, and cucumber. Keep a close eye on the





out by a garden fork for spiking and a spring Boc rake for scarifying or larger machinery if available. Any bare areas of grass can be over-seeded from March- April when the soil starts to warm up , heat is required to help the seed chit and grow, make sure you put some form of scarer in place to detract the birds from attacking your newly laid seed such as an old CD or tin foil on a cane and string as birds will not like the light reflecting off this or on a small area put spread some netting out.

March- April when the soil starts to warm up , heat is required to help the seed chit and grow, make sure you put some form of scarer in place to detract the birds from attacking your newly laid seed such as an old CD or tin foil on a cane and string as birds will not like the light reflecting off this or on a small area put spread some netting out.

compost do not let it dry out or get to wet as this could cause damping off disease or sciarid fly which is pest which thrives in wet compost and is extremely difficult to treat, let's try to give the seedlings the best chance in life.

For the lawn try to refrain from walking on it as will probably quite wet and this could cause compaction, which will not help with drainage issues later in the season. Do not walk over the grass in the frost as this will cause harm. If the grass has still been growing, you could consider a light topping off with a mower or even a strimmer. In the spring the grass will benefit from spiking and scarifying, on a small scale this can be carried

## PRUNING ROSE BUSHES

