

Member Spotlight

August 2021

Anglian Building Products





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We asked **Ross St Quintin – Head of Sales and Client Services** to share what they are upto.

If you'd like to contact **Ross** about any of the below, click [here](#)

Give us a little-known fact about your organisation

Anglian Building Products are the large projects division of Anglian Windows Ltd, a **National Company with a Local Service**.

Specialists in the design, manufacture, survey, supply and installation of windows, doors, and external wall insulation. Operating across England, Scotland and Wales, we serve both the public and private sectors, our clients include social landlords, military, education, developers and main contractors. Anglian is the number one brand name across the UK and has a manufacturing capacity of 8,000 products per week.



Our Vision

To be Britain's most trusted supplier of windows and doors to the social housing market by putting the customer first, acting decisively, delivering outstanding products, customer service and satisfaction





Tell us about a time that engagement has made a difference to your services or communities?

Anglian Building Products has a number of notable occasions when our best practices have provided improvements in client / supplier relations. We focus on improving our customers / tenants experience at every stage of the project delivery. A more typical situation is where some corrective actions are needed perhaps where the programme was disturbed owing to unforeseen circumstances. One actual occasion was as a consequence of suspected asbestos containing material being identified during the installation, needless to say, the actions undertaken provided a fully safe and secure recovery protecting the tenants access to their home by engaging a specialist asbestos contractor to sample the material and work alongside ABP which ensured a safe installation was carried out. The critical aspects were of course the Risk Assessment, Safe and Secure protection, and new method statement, but equally important was the care and communications with the tenants to ensure they fully understood what had happened, how it was going to overcome and the comfort that their home would soon be safe, secure and warm with the new Windows and Doors.

What are you currently working on when it comes to engagement?

Developing our resident communications systems is paramount to our operating in a smooth, efficient and effective way. Our communication channels work different platforms which serve the different needs of our clients and tenant customers.

We understand that not all residents have smart phones or access to digital communications, so we will always send letters in addition to the electronic correspondence. When booking both survey appointments and installation appointments we will send a letter out 2 weeks before the appointment date which will include a booklet to advise the resident of the process this is then followed up by a text message 24 hrs before the appointment time. Following installation, we then text a link to the resident this gives them access to a website where they can tell us about the installation experience, we use as our net promoter score on customer satisfaction, cards are sent to those who not have a mobile.



Our web site also provides digital access to all of our resident information booklets and explains the customer journey in a clear and concise way.

The COVID-19 pandemic saw us implement some radical changes to our operating model. We were quick to adapt our engagement techniques, investing in new technologies and working methods to ensure continued good service throughout the pandemic. Currently our engagement working groups are spending time reviewing lessons learnt to drive our continuous improvement into the future.



Delivering strong links and social value to the communities in which we work



A very important part of our tenant engagement is via our Social Value activities. We are committed to creating and developing strong links with the communities within which we work, providing a legacy of social, economic, and environmental benefits. Take a look at some of our latest community projects on our web site Social Value link [Making positive changes in your](#)

[community - Anglian Building Products Anglian Building Products \(anglian-building.co.uk\)](#)

Why did you decide to join Tpas?

We joined Tpas back in 2016 in order to learn, grow and adapt to ever the changing environments within which we work. By joining Tpas we have benefitted from the latest tenant policies and practices to further educate our employees and to support the future of tenant engagement.

Since the introduction of our Tenant Focused operating model, within Anglian Building Products resident care is embedded and has become part of our ethos.

We are continuing to learn from Tpas and its members, the more we understand the better we can respond to the daily situations faced by tenants, this also helps our client landlords provide an even better experience.

What is your top engagement tip?

Communication, communication, and communication, delivered in a transparent, honest and open way. It is also essential to make sure all these communications are presented in a way that everyone can easily understand the message.

With arguably some of the best processes in the industry, it is essential that clear and concise instructions are provided to key staff, client stakeholders along with the residents themselves to ensure everyone understands what, where and when things are going to happen, in simple terms 'manage expectations' from all angles. Careful consideration must be focused on people who have various needs, perhaps the tenant has learning difficulties, sight issues, or does not understand English or one of another massive range of support requirements. A lot of this information can be obtained from the RP landlords information, always ask.



What's the one thing you are really proud of when it comes to engagement?

Anglian Building Products were amongst the early specialist windows and doors contractors to pick up and embrace the Tpas model. We have since developed our practices and embedded this into a focused strategic part of working with Anglian Building Products and the principles of putting the customer first.

We are proud to be a member of Tpas for the 5th year running, solidifying our commitment to our clients, their residents, and the communities within which we operate.

The Anglian team are proud to offer a great level of support service, from the initial community meet and greet, digital accessibility options and language translate services, helping residents move furniture, through to aftercare support and more.

Anglian Building Products are particularly pleased with the way some RP landlords have supported community engagement with the use of Social Media platforms, which can provide an unintrusive communication to residents advising general updates or as a direct channel for points and issues to be raised by tenants. We appreciate that this method of communication is not preferred by everyone and support tenant preferences, at the same time we cannot lose sight of the fact that efficient communications can be provided with the advancements of digitalisation, enabling us to update tenants and client officers quickly and efficiently in order to provide project updates to all interested parties.



In a practical sense, Anglian Building Products are extremely proud of the way in which we provide tenant consultations, product use and cleaning instructions, and the way in which our on-site teams introduce themselves to residents and clients in a polite and friendly way. All of our consultation guides, user instruction and supportive information packages are available face to face, instruction handbooks, digitally web based.

All web-based information from our dedicated Residents Zone [Residents' Zone - Anglian Building](#)



The residents' zone has been created with you in mind. In this section you will find more information about the process of installing your new windows or doors, digital brochures to help you use and care for your new products, a link to complete the customer satisfaction survey and more information on how our organisation help communities like yours.

Our commitment to you

We know how important great customer service is, especially when work is being carried out in your home. All of our highly trained project teams will complete their work carefully and efficiently to ensure minimal disruption, and ensure Health & Safety procedures are observed at all times. You will find our customer first policy here.

We will: We ask you to: We monitor: Contact us:

- always show you our photographic identification cards;
- treat all of our customers fairly, honestly and with respect, tailoring our service to meet each customer's needs;
- act in a professional way and be polite, helpful and friendly at all times;
- keep you informed at every stage of the process;
- organise mutually convenient appointments;
- get it right first time and, if not, take actions straight away to put the issue right;
- respond and deal with any enquiries promptly;
- be open and honest and explain our decisions;
- have a well trained workforce with the skills and knowledge to do the job;
- ask for your views and listen to what you have to say; and
- keep our promises.



If you
call us



[Products Anglian Building Products \(anglian-building.co.uk\)](http://anglian-building.co.uk) is accessible via the Recite Me facility which reads aloud for people who have sight or hearing problems, it translates into multiple languages and provides easy access to key information for various people who might have learning needs.

For more information about Anglian Building Products, please give us a call or take a look at our website. - www.anglian-building.co.uk