



Winter 2019

PlumbHeat



Taylor made
New NIMPA President
David is raring to go
for his second term



Push the float out
Investing in delayed
action valves is key to
water management



War on bugs
We put the deadly
legionella bacteria
under the microscope

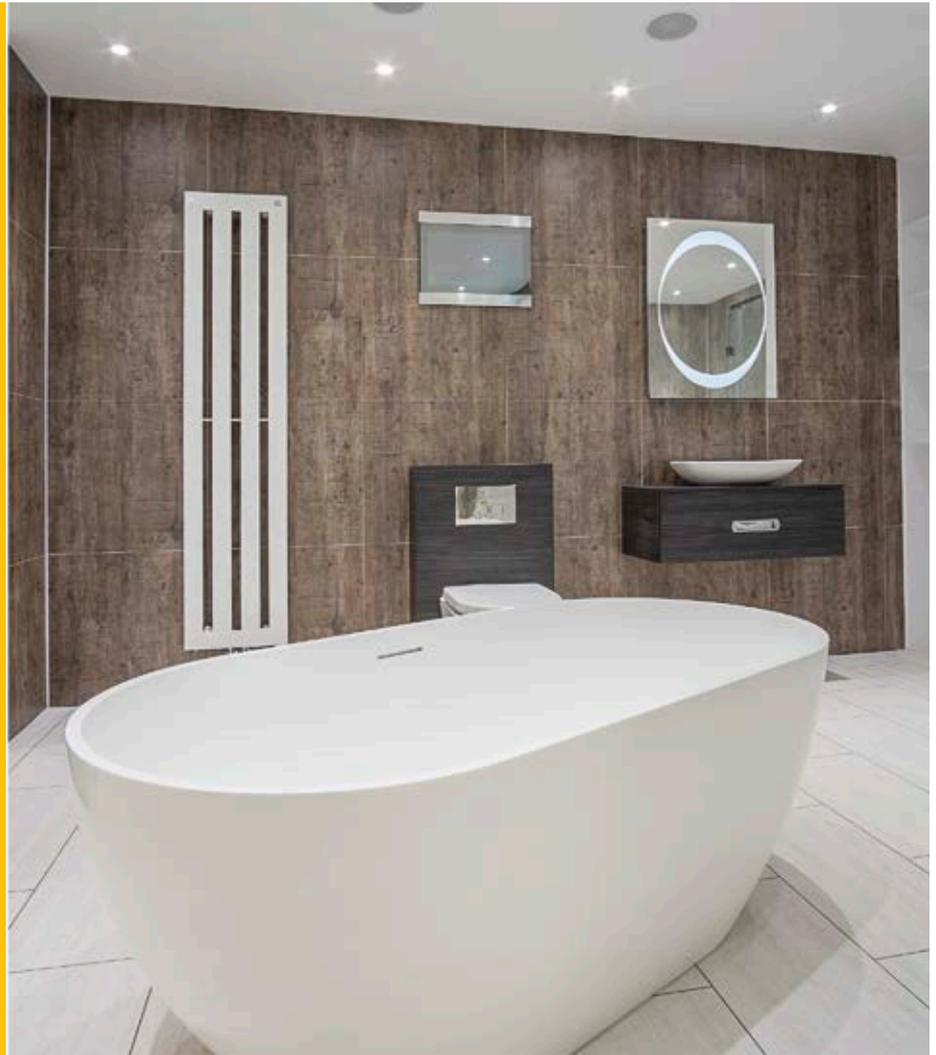
Licence to Skill

The name's James... James McCall-Smith.
Meet the apprentice who won WorldSkills UK
to prove he's the man with the golden plumb





Opening times
Mon-Fri
7.30am-5.00pm
Saturday
8.00am-12.00pm



■ Free design service

Take advantage of our bathroom and kitchen design service where our design experts can make your bathroom or kitchen dreams a reality. Every design comes with a free no obligation to buy quote

■ Plumbing and Heating

Every Plumbstore branch stocks a vast range of plumbing and heating fittings and products available for collection or delivery

■ Showrooms

All of our nine branches host stunning bathroom display areas featuring up to date displays from leading brands like Roper Rhodes, Grohe and Vitra

Call or visit us:

Aberdeen
01224 891932

Edinburgh
0131 4423478

Galashiels
01896 754521

Bellshill
01698 744107

Fife
01383 427470

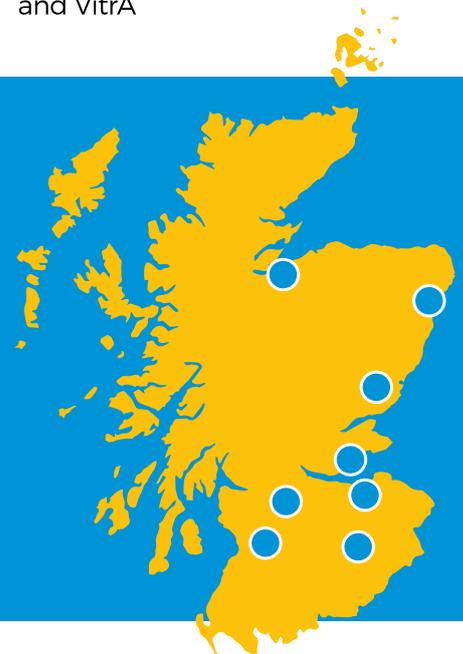
Inverness
01463 248579

Dundee
01382 831010

Glasgow
0141 3527220

Kilmarnock
01563 578866

Freephone: 0800 046 7979



Contents

Winter 2019



>> NEWS

- 06 Survey reveals steady growth in Q3 of 2018
- 07 Meet new members of staff, Joe and Lauren
- 08 Dynamic duo fly the flag at landlord show
- 09 SNIPEF joins party at SEC Group birthday
- 10 Contractors gather for Pie & Pint Night
- 11 James is special guest of Worcester Bosch

>> MEMBERSHIP

- 12 Catch up with all our events and training
- 13 Get to know member Graeme McCullie
- 14 Meet new NIMPA President David Taylor
- 16 Andy Furnevel reveals what he's been up to

>> TECHNICAL

- 17 We go on the road with John Somerville
- 18 Our expert overview of servicing valves



- 20 Vital role of delayed action float valves
- 22 The Certificate of Compliance explained
- 24 Legionella and landlord responsibility
- 26 The latest round-up from WaterSafe

>> TRAINING

- 27 James celebrates WorldSkills victory
- 31 Don't miss our Girls into Plumbing event

- 32 Trainees rewarded at College prizegiving
- 33 Jordan Muir scoops top apprentice prize

>> ADVICE

- 34 How could adverse weather affect you?
- 36 Get ready! Making tax digital is blasting off
- 38 Checking the validity of pay less notices
- 40 It takes two to do the cash flow tango

>> PROZONE

- 44 How simPRO can help deal with tool theft
- 45 Stelrad unveil range of radical radiators
- 46 OFTEC: How we can all tackle fuel poverty
- 47 Cistermiser flushing control gets new look
- 48 Powered Now keeps bank balances healthy
- 50 New Saniflo cubicle combats regulations



Editor Sarah Fitzpatrick
sarah.fitzpatrick@snipef.org
Editorial Offices
Bellevue House, 22 Hopetoun Street,
Edinburgh EH7 4GH
Tel 0131 556 0600 ■ Fax 0131 557 8409
■ Email contact@snipef.org
www.snipef.org
Follow us @SNIPEFnews

Published on behalf of SNIPEF by
Connect Publications
Studio 2001, Mile End
12 Seedhill Road, Paisley PA1 1JS

Advertising Sales David Hughes
davidh@connectcommunications.co.uk
Design & Production Ryan Swinney
ryan@connectcommunications.co.uk

The views and opinions expressed in PlumbHeat are not necessarily those held by the Scottish and Northern Ireland Plumbing Employers' Federation. PlumbHeat is circulated free to plumbing and heating engineers who are members of the Scottish and Northern Ireland Plumbing Employers' Federation, and also to plumbing merchants, manufacturers, training centres and colleges.

Subscriptions Annual subscription (4 issues) United Kingdom: £40
Overseas surface mail £30 Airmail (according to destination)

© 2019 Scottish and Northern Ireland Plumbing Employers' Federation. All rights reserved.

Grey Matters

when you are thinking about colour choice

**New
Colour
products
'In' Stock**



Vita Deco Concept



Softline Plan Concept

The Vita Deco Concept, Vita Plan Concept, Softline Deco Concept and Softline Plan Concept in Anthracite Grey are all available from stock in limited heights and lengths.



Find out more at [Stelrad.com](https://www.stelrad.com)



The No.1 for heating installers *with...*

Quality products | Extensive Range | Value for money | Easy installation



Comment

FROM FIONA HODGSON, CHIEF EXECUTIVE, SNIPEF

It's time to stop taking our industry for granted

LET'S START TALKING

In the UK we take plumbing for granted. We assume that when we get up in the morning the house will be warm, the shower will be hot, the toilet will flush and the kettle can be filled from the kitchen tap.

Plumbing, in some form or another, has been around for centuries – which means that we have had a lot of time to get it right. But what happens when something goes wrong?

The World Plumbing Council (WPC) has recently called on the industry around the world to consider what it calls the "Four Pillars of Plumbing" – Participation, Practices, Products and Protection – to ensure that when things do go wrong, only the right people with the right products are on hand to put things right.

The Pillars identified are at the forefront of what SNIPEF does as an organisation.

PARTICIPATION

SNIPEF members are already finding it increasingly difficult to recruit plumbers and Brexit could make this situation worse. The promotion of energy efficiency and increased use of renewable sources of energy should produce additional work and opportunities for members but the problem will be resourcing this and other work. We need more plumbers, trained and skilled in the latest techniques, products and installations, but we have

to ensure these people are properly trained.

SNIPEF has more than 900 apprentices currently undertaking a Modern Apprenticeship in Domestic Plumbing and Heating but this is still almost half the numbers in training pre-recession. How do we encourage employers to recruit apprentices? How do we promote plumbing as a profession? How do we upskill those working in the industry?

PRACTICES

While ensuring only properly trained people enter the industry is key to our success, setting and enforcing quality standards is equally important.

Over the years SNIPEF has introduced various certification schemes recognised by the Scottish Government, Scottish Water and Northern Ireland Water (i.e. Approved Certifier of Construction Scheme, Approved Contractor Scheme) where only operatives holding the appropriate plumbing qualifications can self-certify work. We would like to take this further and will be seeking your views on mandatory licensing of plumbers.

PRODUCTS

The global market for plumbing and heating products is huge and continues to grow. However, inherent in this growing market is an increase in inferior products. Currently, it is not illegal to purchase

“Plumbing, in some form or another, has been around for centuries – which means that we have had a lot of time to get it right”

materials that do not meet standards but it is illegal for you to fit them. How do we put systems in place that allow only properly certified products to enter the market and ensure that only suitably qualified plumbers install them?

PROTECTION

SNIPEF offers a redress system for consumers dissatisfied by plumbing work undertaken by member firms. No-one would argue against consumer protection but there also needs to be protection for the practitioners. You should be paid for work you undertake and you should be paid promptly.

Payment abuse is rife in our industry and SNIPEF has been working with the Specialist Engineering Contractors Group (SECG) lobbying Government on procurement and payment issues. Over the next 12 months, I will be exploring each of the Pillars in more detail with you; letting you know what SNIPEF is doing as your membership organisation and asking you to share your views and experiences with us. Let's start talking and stop taking plumbers for granted. ■



Fiona Hodgson,
Chief Executive,
SNIPEF

Is it time for CPD to be introduced?

As an industry, we still see many incorrect installations stemming from poor training or a lack of awareness of new products, techniques and technologies. With so many different fields within the plumbing industry, it will continue to grow and develop, so as professionals we need to commit to the professional development of our employees and ourselves. Is it time for plumbing to follow many other industries and introduce continuing professional development (CPD)?

Manufacturers go to considerable expense and effort to set up training bases to provide product training to installers, often at a very low cost, or even free.

Although attending such training does sometimes take time out of the day and plumbers away from work, it is a worthwhile investment as the manufacturers provide advice on how to correctly install their products. This reduces the risk of the plumber making mistakes when installing the product and saves money and time in the future.

I have heard comments from installers that it is the manufacturers' responsibility to respond to their product when it fails. While there may be some logic in that view for some cases, a plumber who has undertaken a manufacturer's product training would be knowledgeable enough to rectify a minor fault on the spot. If the installer is unable to fix the fault independently without the help of the manufacturer, the customer will be left with a product that does not work and the plumber will not be able to get paid.

Another factor in the push for increased professional development is changing technology. As technology continues to evolve in the industry, it is crucial for plumbers to adapt and take advantage of modern products, which can only be done through ongoing training.

Other professional industries are required to undertake CPD training, helping them keep up to date with changes in the industry.

Plumbers should consider the benefits of doing the same. Learning isn't reserved for apprentices – we all need to stay on top of the changes in our industry in order to remain competitive and deliver the best service to our customers.



Gordon Matheson,
SNIPEF President

News

NEWS FROM AROUND THE FEDERATION

💡 INDUSTRY

Commercial buyers

Finding comes in latest study by SNIPEF, ECA, BESA and SELECT, which also shows steady growth in Q3 2018, despite ongoing problems with payments and retentions

The latest quarterly sector-wide Building Engineering Business Survey, sponsored by Scolmore, has revealed that up to eight out of ten engineering services organisations say they typically receive payment more than 30 days after the due date.

This figure comes despite more than half (56%) of buyers inserting under-30-day payment clauses in their contracts.

Despite this, more than three in four engineering services organisations (77%) say turnover increased or remained steady in Q3 2018, with nearly eight out of ten (78%) predicting their turnover will grow or remain steady for the current quarter (Q4 2018).

Buyers in the commercial sector were identified as the worst payers, with over eight in ten (83%) saying

they received payment more than 30 days after commercial work.

For public sector work, on average, 71% of respondents were paid after 30 days. Overall, almost a fifth (19%) said they were paid after 60 days.

Retentions were held against nearly two thirds (58%) of survey respondents. More than half (52%) also said that between 1% and 10% of their organisation's turnover was tied up in retentions.

SNIPEF Chief Executive Fiona Hodgson said: "These results highlight the urgent need for action to address the culture of late payments within the industry.

"While there is optimism with predictions of steady or increased turnover, issues with payments and retentions remain a major cause of concern with our

SURVEY RESULTS IN NUMBERS

56%

OF BUYERS INSERTING UNDER-30-DAY PAYMENT CLAUSES IN CONTRACTS

58% of respondents held retentions

8/10



receive payment more than 30 days after due date

78% predicted that their turnover will grow or remain steady for the current quarter (Q4 2018)



Got a story?

Email us on
contact@snipef.org



SNIPEF joins the party

We help the SEC Group
celebrate its 25th birthday
in London / Page 9



Factory floor tour

SNIPEF SkillPlumb winner
James enjoys guided visit at
Worcester Bosch / Page 11

'are worst payers'

members that urgently needs to be addressed. Change is needed now to provide certainty to businesses."

SELECT Acting Managing Director, Alan Wilson said: "It's clear that despite well-intentioned statements from a number of bodies and governments, nothing has altered in the payment regime in our sector.

"It's a matter of urgency that this issue, which is the number one priority for many businesses, is tackled quickly and effectively.

"The time for talking is over; we must see some real action to help alleviate the issues our members face."

Rob Driscoll, Deputy Director of Business Policy and Practice at the Electrical Contractors' Association (ECA) agreed. He said: "These figures show that overturning the late payment issue remains the key to unlocking productivity, growth and prosperity, particularly with the uncertainty of the next two quarters.

"ECA will continue to work diligently with Government, the Small Business Commissioner and others to gain further support for initiatives such as the Aldous Bill and help the industry to resolve its long-running, and continually damaging, payment problems."

Alexi Ozioro, Public Affairs & Policy Manager at the Building Engineering Services Association (BESA) said: "It is great to see more growth in the sector and industry, but it is frustrating to know that the growth figures would be even bigger if late payment was not impacting so many businesses.

"The Government's recent commitment to legislation on the issue of retentions is very encouraging, and we can only hope that the wider fair payments landscape moves along too."

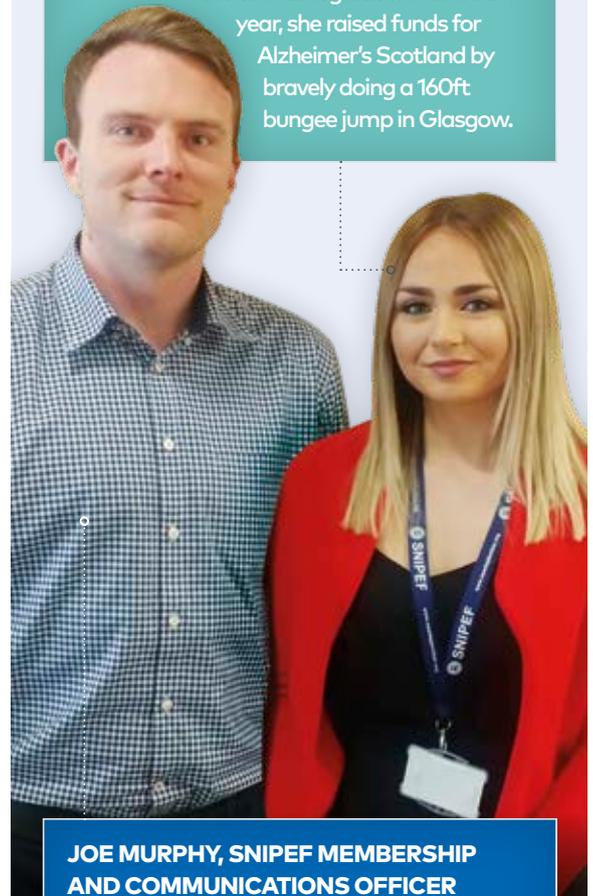
The survey received 387 replies from companies, mainly regarding their performance in Q3 (1 July to 30 September 2018), and their expectations for Q4.

SNIPEF STAFF

Meet our new arrivals

LAUREN MURRAY, SNIPEF QMS AND TRAINING ADMINISTRATOR

Lauren is from Gullane, famous in Scotland for its beaches and golf courses. Before joining SNIPEF she was a Trainee Finance Administrator at a manufacturing company in Musselburgh. In October last year, she raised funds for Alzheimer's Scotland by bravely doing a 160ft bungee jump in Glasgow.



JOE MURPHY, SNIPEF MEMBERSHIP AND COMMUNICATIONS OFFICER

Joe is from Brisbane, Australia, where he worked in communications in the sports industry. A keen traveller, he arrived in Edinburgh after backpacking around Europe for five months with friends. Joe now has plans to try cold water surfing while living in Scotland.

83%

received payment more than 30 days after commercial work

1/5

were paid after 60 days for public sector work

387

RESPONSES RECEIVED FROM COMPANIES ACROSS THE INDUSTRY



77%

OF ENGINEERS SAY TURNOVER INCREASED OR REMAINED STEADY IN Q3 2018



 SNIPEF WEBSITE

New-look function will help public find who they need

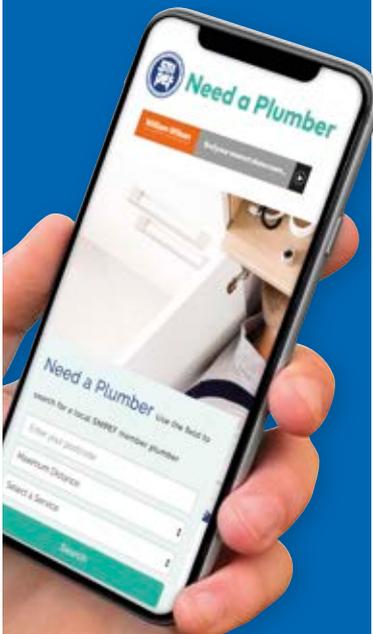
The first stage of the overhaul of the SNIPEF website is complete, with an upgraded and improved Need a Plumber section now up and running.

As well as updating the design to be contemporary and user-friendly, we've also enhanced the search function to make it more powerful and accurate.

This will make it easier for the public to find a plumber when they need one – putting a SNIPEF member at their fingertips quickly and easily.

We're currently busy creating and uploading content for the new SNIPEF website itself, which will be relaunched later this year, complete with an exclusive section for members.

In the meantime, check out the new Need a Plumber section for yourself at www.needaplumber.org


 NATIONAL LANDLORD DAY

Dynamic duo make visitors feel at home

National Landlord Day sees SNIPEF's Martyn and Sarah advise on all things plumbing in the rental market

The 11th National Landlord Day saw Scottish landlords descend on Edinburgh's Dynamic Earth on 13 November.

Run by the Scottish Association of Landlords, it is the largest landlord conference in the UK and SNIPEF was there to talk all things plumbing and heating.

SNIPEF's Membership and Communications Manager Sarah Fitzpatrick and Technical Manager Martyn Raine talked to landlords and letting agents about their plumbing and heating needs and also encouraged attendees to use SNIPEF plumbers and our new Need a Plumber website.

Around 350 delegates from the private rental market attended the conference, from owners of a single rental property to managers of large agency portfolios.

Sarah said: "This was SNIPEF's second time promoting our member firms at National Landlord Day. It provided an

excellent opportunity to engage with landlords from all over Scotland about the benefits of using SNIPEF plumbers, including peace of mind for themselves and their clients that fully qualified professionals are working on their property."



Got a story?
Email us on contact@snipef.org



💡 SPECIALIST ENGINEERING CONTRACTORS' GROUP

SNIPEF joins the party as SEC Group celebrates its 25th anniversary in style



SEC Group CEO Rudi Klein addresses guests at the 25th celebration

SNIPEF joined organisations from across the UK to celebrate the 25th anniversary of the Specialist Engineering Contractors' (SEC) Group.

The milestone was marked with a reception in the Strangers' Dining Room at the House of Commons, London, on Tuesday 27 November.

Over the last 25 years, SEC Group has played an important role in providing a strong lobbying voice for the specialist engineering sector, particularly in the critical area of contractual issues.

Comprising the industry's premier trade associations, members of SEC Group represent the largest sector of UK construction in terms of value.

“It is crucial for our sector to continue to have its own representative body to campaign for improvement and solutions in the industry”

Fiona Hodgson, SNIPEF CEO

Speaking at the event, the Group's chairman, Trevor Hursthouse OBE, looked to the future of the industry, calling for the creation of a statutory

authority to regulate industry practice. He said: “In the last two years, there has been an outpouring of reports on construction – most generated by Grenfell and Carillion – which have all come to similar conclusions. Past evidence suggests that these are unlikely to lead to improvement.

“What is now required is a properly resourced regulatory authority for construction that steers the industry in the direction of best practice delivery.”

Fiona Hodgson, SNIPEF CEO, said: “SNIPEF is proud to be a part of SEC Group. It is crucial for our sector to continue to have its own representative body to campaign for improvement and solutions in the industry.

“SEC Group continues to play a key role in providing high-level and coordinated representation to policy makers about the interests of the industry today and in the future.”

Jamie Hepburn MSP, Minister for Business, Fair Work and Skills, said: “Over the years, SEC Group has grown significantly and the businesses it represents now account for 35% of the construction output across the UK.

“In particular, I welcome the commitment members have made to career and training opportunities for young people through the expansion of the apprenticeship programme.”

💡 WORLD PLUMBING CONFERENCE

Don't miss out: Grab a ticket for Melbourne

Early Bird Registrations for the 12th World Plumbing Conference in Melbourne, Australia are now open.

Hosted by the World Plumbing Council from 11-13 September 2019, the conference offers a unique opportunity for the global plumbing community to

come together for knowledge sharing, networking and professional development.

Held every three years for participants and decision makers at all levels of the industry, the conference offers opportunities to share knowledge and expertise

without borders and see the spread of ideas back across the world.

The 2019 conference will focus on the World Plumbing Council's Four Pillars of Plumbing – Participation, Practices, Products and Protection. Discussions will delve into each pillar, with in-depth

presentations from some of the best practitioners in the world.

SNIPEF is a World Plumbing Council Member Organisation, so all SNIPEF members are eligible for the discounted member registration price.

[Visit worldplumbingconference.com](http://worldplumbingconference.com) for more information.

PIE & PINT NIGHT

Contractors raise a glass and chew over hot topics

Following the success of its first event last year, the SNIPEF Kilmarnock local association again opened its doors to plumbing and heating contractors for a Pie & Pint Night.

The second event was held at The Sports Bar Rugby Park, with SNIPEF members and other local contractors gathering to talk all things plumbing.

Andy Furnevel, SNIPEF Membership Officer, who attended the evening on



15 November, said: "It was great to meet some new faces as well as plenty of local members I already knew.

"I was able to help some members with questions on our upcoming courses, as well as meeting manufacturers who have an interest in being associate members."

Representatives from Fernox, Conex-Banninger, EPH Controls, Ideal Boilers, Stelrad, Vaillant and Maincor were also in attendance.

SNIPEF SKILLPLUMB

James enjoys a



POWERFUL CHEMISTRY!

POWER FLUSHING PUMPS & CHEMICALS THAT ARE MADE FOR EACH OTHER.



Kamco

POWER UP YOUR SYSTEM CLEANING

FOR MORE INFORMATION CALL: 01727 875020 OR VISIT: KAMCO.CO.UK



guided tour of Worcester Bosch



Samuel (third from left) and James (sixth from right) during their visit

+
LICENCE TO SKILL
/ Pages 27-29

Star apprentice James McCall-Smith enjoyed a special day at the Worcester Bosch factory as a reward for winning the SNIPEF SkillPlumb apprentice competition.

The talented youngster – who recently went on to lift the WorldSkills UK LIVE title – was flown from Scotland to Birmingham with fellow heats winner Samuel Henderson, where the duo received a guided tour of the high-tech facility.

The trip in September included an insight into Bosch technology and an in-depth explanation of each stage of the boiler manufacturing process.

Accompanied by their employer, Derek Scott Plumbing & Heating, the apprentices were also given a behind-the-scenes look at some of the key customer-facing departments, giving them a real insight into

daily life at Bosch HQ. After the tour, a training session for the winners allowed everyone to get hands-on with some products, controls and accessories, with the experienced Worcester trainers providing support and advice. The visitors then enjoyed go-karting, clay pigeon shooting and an evening meal in Worcester.

Also attending the event were SNIPEF members and their apprentices linked to Bosch – Andy McKenzie from Andy McKenzie Plumbing & Gas Services, Gary Blair and his apprentice Kerr Blair from Gary Blair Plumbing & Heating Ltd, and Richard Allan with his apprentice Blair MacMillan from James Allan & Son.

As we revealed in the Summer edition of *PlumbHeat*, James and Samuel won the 43rd annual SNIPEF SkillPlumb contest in copper and lead work respectively, beating 30 participants from other colleges and training centres.

EASY-LAY

PB Barrier Pipe

PIPELIFE

PIPES FOR LIFE

BEHOLD

Our new Ultra-Flexible
Easy-Lay PB Barrier Pipe

WITNESS

The incredible speed of
installation. Plus it's Quick
and Easy to Uncoil.

MARVEL

At our Unbeatable
50 Year Guarantee



info@pipelife.com www.Pipelife.co.uk
UK: 0845 2419 490

MAKE THE SWITCH TODAY & GET
...MORE PIPE FOR YOUR £

MEMBERSHIP

Upcoming events

Keep an eye out for the following member events:

Event	Date	Venue
Dundee Association Dinner Dance	01 March	Invercarse Hotel, Dundee
Scottish Apprenticeship Week	4-8 March	
Girls Into Plumbing Event	7 March	Perth College
SNIPEF Golf Day	16 May	Glenbervie Golf Club



SNIPEF Golf Day
Glenbervie Golf Club

+ Weather the storm

Has snow stopped your staff in their tracks? Our useful guide can help / Pages 34-35

Upcoming training

The following training courses are now open to members:

Course type	Course date	Venue
Approved Certifier of Construction	30 January	ATAG, Dunfermline
Approved Certifier of Construction	20 February	Vaillant Group Centre of Excellence, Motherwell
Approved Certifier of Construction Refresher	13 March	SNIPEF Office, Edinburgh

CONTACT

Please call the Schemes Department on 0131 357 2440 for further information on upcoming training.

More courses will be announced soon

Meet a member

In the second edition of our new personal profiles, we catch up with **Graeme McCullie**, Director at DMA Canyon Ltd, and find out more about him

WHAT'S YOUR COMPANY'S NAME?

DMA Canyon Ltd. The DMA comes from DMA Water Treatment, and Canyon from Canyon Water Services – the companies merged in 2017.

WHEN WAS THE COMPANY ESTABLISHED?

DMA Water Treatment started in 1999 and Canyon Water Services in 2013, but we've been working together in our new entity for nearly two years now.

WHAT'S YOUR ROLE WITHIN THE COMPANY?

I'm Director of Plumbing and Specialty Plumbing Consultancy Services.

WHAT TYPE OF WORK DO YOU CARRY OUT?

Legionella and water hygiene consultancy work, plus monitoring services for

both health care and non-health care premises. We also do plumbing and consultancy works specifically in relation to legionella and other microbial remediations, sectional water tank replacements, and installation and upgrading of hot and cold water systems.

HOW DID YOU GET STARTED IN THE PLUMBING AND HEATING INDUSTRY?

I began as an apprentice at 17 years old, carrying out a wide range of domestic and commercial plumbing works.

WHAT'S THE BEST PROJECT YOU HAVE BEEN INVOLVED WITH, AND WHY?

The Waldorf Astoria Hotel Edinburgh. We had to replace four old, large non-compliant and leaking water storage tanks in the basement and attic areas.



New members

A very warm welcome to SNIPEF's latest member firms

SCOTLAND

- B Cluckie Plumbing and Heating
- C X Developments Ltd
- Evolve Plumbing & Heating Ltd
- David Fergus Plumbing Ltd
- Wrightkerr All Trades Ltd

Favourite
holiday
destination?

Graeme's quick-fire questions

Coffee or tea? Tea

Sweet or savoury?
Savoury

Favourite film?

Ace Ventura: When Nature Calls

Last thing you read?

Sports pages in the newspaper

Which super power would you choose to have?

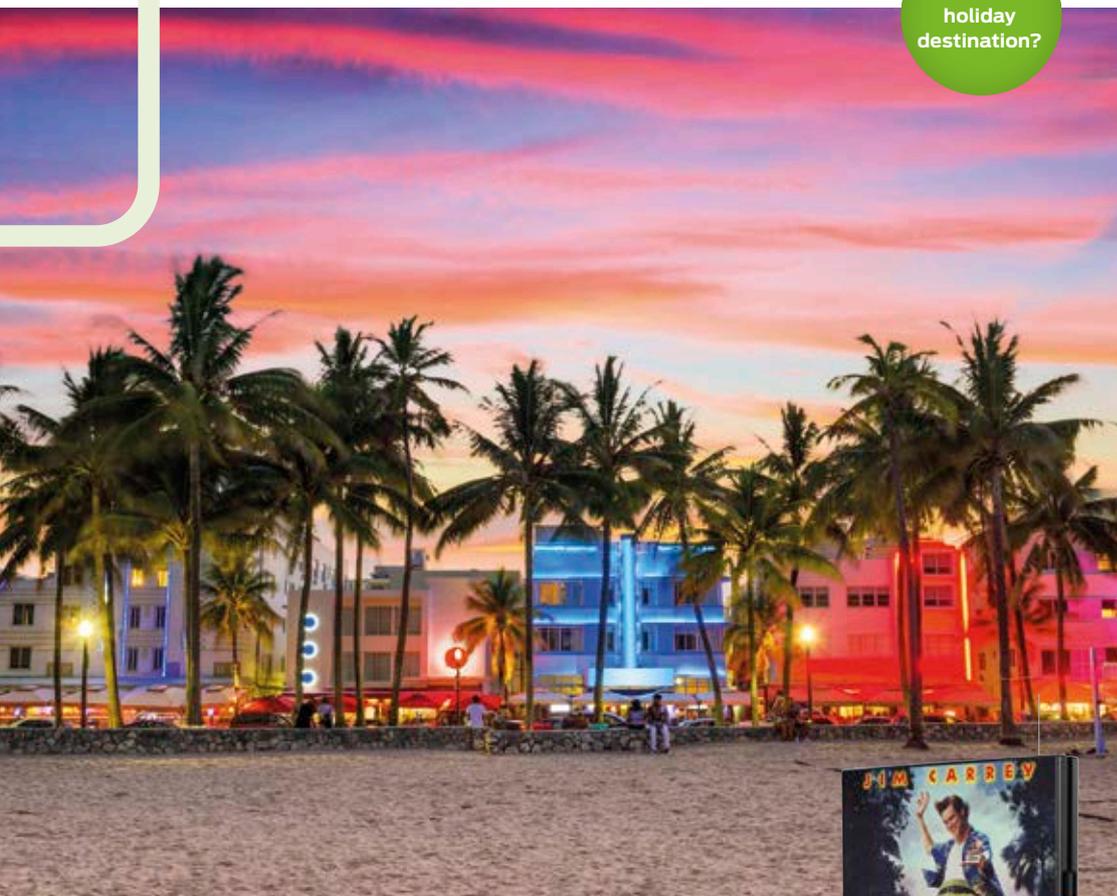
To be able to fly

Morning person or night owl?

Morning person

Favourite holiday destination? Florida

Dream car? Bentley



Favourite
film?

This was problematic due to the limited access and historic nature of the building. Other contractors requested the hotel shut down or the car park be dug up to provide a separate temporary water supply. Thanks to extensive liaison and good working relationships with the skilled and committed site engineering and management team, DMA Canyon replaced them while keeping the water supply live to the building. This ensured no loss of revenue or disruption to hotel guests during essential upgrade works.

WHAT'S YOUR FUNNIEST PLUMBING MOMENT?

When our apprentice at the time forgot to crimp a 42mm press

fitting and I switched the water on, only for the fitting to blow off and totally drench him. He now crimps all fittings when asked!

WHAT ARE YOUR AMBITIONS FOR THE FUTURE?

To grow our company brand nationally, providing a comprehensive and common-sense approach to legionella, water hygiene and plumbing compliance for our clients.

WHAT WOULD YOU CHANGE ABOUT THE INDUSTRY?

More emphasis within the plumbing industry on legionella, water hygiene and the hazardous issues that can arise if this is not managed carefully.

WHAT'S THE BEST THING ABOUT BEING A SNIPEF MEMBER?

That we can promote our services and standards to our clients as we are licensed plumbing providers.

WHAT ELSE WOULD YOU LIKE SNIPEF TO OFFER MEMBERS?

Additional financial incentives and support for training apprentices. ■

- J Paton Plumbing & Heating Ltd
- Kevin Slesser Plumbing & Heating Ltd
- C & J Plumbing & Heating Solutions Ltd
- D G Central Heat Ltd
- Wellburn Heating Services

- Smart Gas Solutions
- Wattgen Ltd
- E & A Heating Ltd
- P K N Mechanical Solutions Ltd
- Willie Gauld Plumbing Heating & Renewables
- S G Y Plumbing & Heating Ltd
- N J H Plumbing & Heating

- T A Hamilton Ltd

NORTHERN IRELAND

- R & S Biomass Equipment Ltd
- Healthy Buildings (Ireland) Ltd T/A HBE
- P & L Electrics Ltd T/A Methodology M & E



CONTACT

For more about membership, call 0131 556 0600 or email membership@snipef.org

David Taylor has been appointed for a second term as President of the Northern Ireland Master Plumbers' Association (NIMPA), which also gives him a place on the SNIPEF Council. With 40 years' industry experience under his belt, David is now looking ahead positively, determined to do the best for members and make the most of strong links across Ireland, the UK and beyond

By Stewart
McRobert

LINKS IN the chain

HELLO DAVID. PLEASE TELL US ABOUT YOUR PREVIOUS TERM AS NIMPA PRESIDENT

I took up the role four years ago for a two-year stint. During that time I helped set up links with Northern Ireland Water and worked with SNIPEF to get the WaterSafe scheme under way. I also set up links directly with some of the utilities in Northern Ireland, which have proved very beneficial to members.

WHAT ARE YOUR OBJECTIVES THIS TIME?

First, it's important that we maximise opportunities to ensure the industry is thriving in an age of change. We're looking for a more stable political situation in Northern Ireland and I'm confident that's going to happen. We want to create more links with the Assembly to deal with outstanding issues and deal with the lead bodies and utilities on an all-Ireland basis. As well as being president of NIMPA I'm on the board of the Irish Institution of Gas Engineers. That's an all-Ireland body and I'm keen to make sure the province is well represented so members can make the most of opportunities in the gas industry. The new 'Gas to the west' initiative is seeing natural gas supplies extended to the west of the province. Indeed, the whole landscape is changing from a plumbing and gas point of view. I want us to attract more people from the gas industry. Previously, some might not have met the criteria to be SNIPEF members, but we'd like them in our ranks.

THE NORTHERN IRELAND ASSEMBLY IS CURRENTLY NOT SITTING. WHAT PROBLEMS DOES THAT CAUSE?

People from outside Northern Ireland don't understand the atmosphere here. Politicians are not sitting around doing nothing. People are still going to Stormont to work. Obviously Brexit is bringing uncertainty, but hopefully we'll get a clearer picture on that soon. Like Scotland, England and elsewhere, we have our political differences, but we'll get them resolved and I'm confident we'll get the Assembly up and running again. That said, there are delays on some projects that need to be signed off by ministers.

IS THE INDUSTRY FACING ANY OTHER MAJOR ISSUES?

The introduction of digital taxation will certainly be one challenge for SMEs in 2019. The advancement of technology is prevalent in all walks of life, and never more so than in our own industry. There is a 'traditional' image of plumbers as guys going around with a bag of tools doing basic plumbing work. However, the industry has changed dramatically. There are lots of skills and disciplines that operatives need to be trained in. When I started out, some plumbers never went near some of the areas

we're expected to work today. Modern plumbers have to deal with sophisticated equipment and systems. That means we have to look very closely at the quality of the young people we are recruiting. We need youngsters coming out of school who can cope with the demands of the job. That's something I'll be looking to push forward with over the next two years.

WHAT ABOUT THE DIFFERENCES IN APPRENTICESHIPS BETWEEN NORTHERN IRELAND AND SCOTLAND?

Right now we're trying to standardise things between Scotland and Northern Ireland. The National Occupational Standards (NOS) are currently being reviewed and it is vital companies are aware of any changes made. In Northern Ireland, we train our apprentices so they have a Level 3 NVQ and are fully gas trained. As well as eliminating differences between Northern Ireland and Scotland, I'm keen to look at the all-Ireland dimension. We want our members to be fully qualified so they are not excluded from work in the Republic.

OVERALL, WHY ARE APPRENTICES IMPORTANT TO THE INDUSTRY?

The apprenticeship scheme is vital to our future. Right now, we have a skills shortage. We need to lobby government to get help to attract more apprentices into the industry. If we don't do so, the shortage will turn into a crisis. We'll also be encouraging companies to employ apprentices, bearing in mind that they're expensive to train and it would be good to get government help with that too.

NIMPA JOINED SNIPEF IN 1975. WHAT ARE THE BENEFITS OF BEING PART OF THE NATIONAL BODY?

The link helps make sure members in Northern Ireland are kept up to date with national developments. It allows us to network with colleagues throughout the UK and the Republic of Ireland. Being part of the SNIPEF organisation gives us a national seat and it will be vital when we come out of the EU since people in the UK will have to work closely together to compete on a world basis. Many of our contractors work across the UK, in Europe and globally. People in the province have always been ready to take advantage of opportunities wherever they arise.

ANY FINAL THOUGHTS?

We're holding several continuing professional development events in 2019; look out for more details and please come along. And we're looking for a big turnout at this year's golf competition at Rockmount Golf Club in May. You don't have to be an expert golfer. It's a great day out and you're guaranteed to finish above me! ■

We hit the road once more with our Membership Officer and Technical Inspector to discover what they've been up to and what the future holds...

The last 12 months have been a busy and productive year for membership. I've driven more than 20,000 miles visiting members in almost all corners of the country, as well as making three trips to Northern Ireland.

I'm lucky that I always receive a friendly welcome and am very thankful to our members for letting me visit. Our associate members and partners have also been a great support, getting involved with events and providing valuable information to members.

All in all, 2018 has been a very promising year. We have had more new members than last year, more associate members than last year, and more courses being run than ever before at SNIPEF. In fact, the figures for new SNIPEF members have been very encouraging, surpassing last year's total. We're looking forward to more of the same in 2019!

APPRENTICESHIPS

During October I received a copy of the new apprentice register from SNIPEF Training Services.

As the name suggests, this register confirms all the new apprentices recruited by plumbing and heating firms for 2018/19.

This presents me with a real opportunity to make contact with the firms who aren't already SNIPEF members and let them know about all the services and benefits available to them should they



By Andy Furnevel,
Membership Officer, SNIPEF

be successful with an application for membership.

TRADE MORNINGS

Trade mornings are an opportunity for me to meet members and non-members and keep them up to date with SNIPEF news. They take place at plumbers' merchants and I always find them beneficial.

I already have plenty of trade mornings in the diary between now and June. The planning is a real team effort and wouldn't be possible if the merchants weren't so welcoming.

The membership team contacts member firms in the area of each trade morning and I announce my travel plans on Twitter – you can follow me at @SNIPEFandy

ARE YOU ON THE MAILING LIST?

What do you think of the new *PlumbHeat* magazine? Are you on the mailing list? If not, would you like to be? Get in touch and I can arrange this – either email me on andy.furnevel@snipef.org or call 07801 741 346.

KEY:

- Andy visit
- △ John visit

MORE MAZDA

In my last *PlumbHeat* article, I confirmed that my trusty Mazda 3 was being returned to the lease company following three years of loyal service. Never fear, I have another one and this time the lease is four years!



BELOW PAR

At the time of writing, I'll have been living in Dunfermline in the Kingdom of Fife for three months and against my better judgment I've been to four of the last five Dunfermline Athletic home league games. These matches have been my first in 10 years and have been hard going with one win, four defeats, and a paltry one goal scored by the Pars.

OUT

AWAY DAYS

I always enjoy visiting Aberdeen to meet the local members, but in January I'll be visiting for a different reason – to support my local team Stenhousemuir who play the Dons in the Scottish Cup. I'm hoping for a repeat of the 1995 result, when the mighty Warriors won 2-0 at Ochilview.



Pittodrie Stadium, Aberdeen
© douglasmack / Shutterstock.com

FAMILY BUSINESS

I've met a few long-term members of SNIPEF these past few months. It has been interesting listening to their point of view and advice on how the plumbing industry could be better.

I even met one member in the same workshop in which his grandfather started the company back in the 1930s. He said he believes they've had involvement with SNIPEF from as early as the 1950s.

ONLINE BOOKINGS AND NEW MEMBERS

I've recently introduced an online booking form to aid with arranging visits as I know how busy our members are.

This now allows them to be able to check their diary and choose a date that's more suited to them.

AND FINALLY... WHAT I'VE LEARNED IN MY FIRST YEAR

The biggest thing I've learned is that there's a constant learning process within the plumbing industry.

Whether it's regulations, new technology or business challenges, it's an ever-changing industry, keeping me on my toes and always learning. I've also learned that if a dog fancies a kiss, keep your mouth closed!



By John Somerville, Technical Inspector, SNIPEF

I've been all over the country since the last edition of PlumbHeat, visiting members in more than 30 different areas of Scotland.

It's been a diverse few months, during which I've met new members for inspections courtesy of Andy, and also met SNIPEF past presidents and associate members.

A FRIENDLY WELCOME

One visit took me to St Andrews, where I was due to meet a member who was just adding the finishing touches to a renovation of a cottage. However, as I entered the property, an excitable dog jumped up on me and licked my mouth. Totally unexpected!

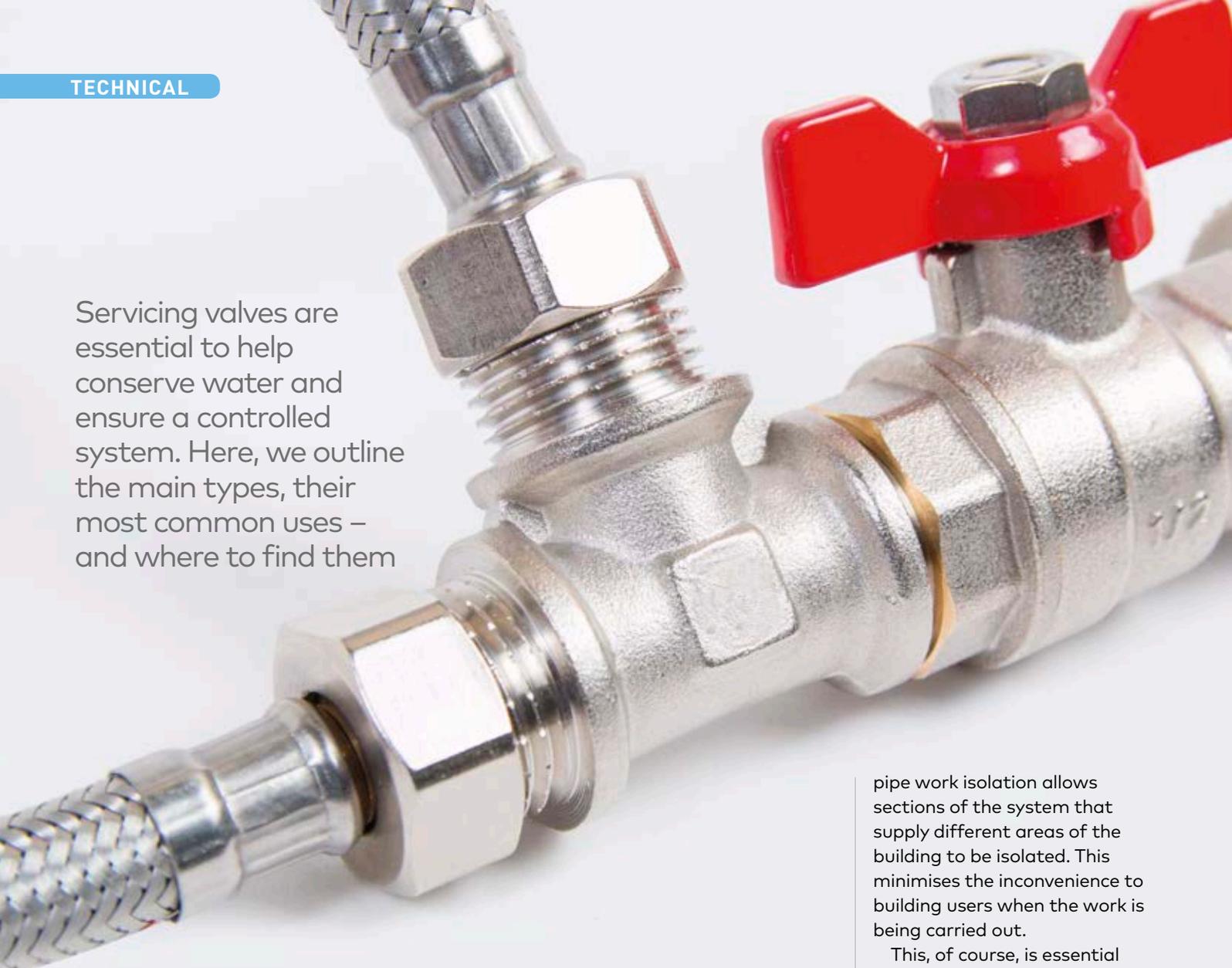
Our member looked mortified and didn't know what to do, while the dog owner didn't bat an eyelid.

Thankfully I had a spare SNIPEF hand sanitiser in my pocket – but I can say from experience that hand sanitiser should ONLY be used on hands, as the name suggests.



& ABOUT

Servicing valves are essential to help conserve water and ensure a controlled system. Here, we outline the main types, their most common uses – and where to find them



At your service

Reducing water wastage when carrying out maintenance work is an important consideration. This is why the use of servicing valves on plumbing systems supplying hot and cold water for human consumption is so useful.

Having servicing valves on systems and appliances also allows for a more controlled system, allowing easy isolation of sections of pipe work,

components and appliances.

The Water Supply (Water Fittings) (Scotland) Byelaws 2014 and The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 states that "a servicing valve means a valve for shutting off for the purpose of maintenance or service the flow of water in a pipe connected to a water fitting". Their use is a requirement for all distribution branches of plumbing systems.

The provision of distribution

pipe work isolation allows sections of the system that supply different areas of the building to be isolated. This minimises the inconvenience to building users when the work is being carried out.

This, of course, is essential in buildings that are highly dependent on water systems, for example hospitals, nursing homes, schools and hotels.

If the water system is supplying a number of storeys or wings of the building, a servicing valve is required to serve each storey or wing for both hot and cold water.

Careful consideration and design of the water system is required to ensure the servicing valves are positioned



By Martyn Raine,
Technical
Manager,
SNIPEF

Where servicing valves are required

- All inlets to float operated valves
- Cisterns
- Clothes washing machines and dishwashers
- Water heaters
- Electric showers
- Water softeners
- Backflow prevention devices for fluid category 4 and 5

correctly and provide efficient and effective operation of the system they serve.

POINT OF USE ISOLATION

Utilising point of use servicing valves on all appliances is good practice, but not a requirement.

Point of use servicing valves will allow the easy isolation of water to the appliance it serves. This will be a greater factor when installing a plumbing system serving a hospital, nursing home, hotel or school where the water systems are naturally larger than a typical domestic building and will have heavier usage of water. NHS SHTM 04-01 requires service isolation valves to be fitted to all pipework preceding sanitary tapware and water closets for servicing.

These types of water systems will benefit greatly from point of use servicing valves. It will allow for appliances to

- Hose union taps
- Hot water cylinder cold feeds
- Outlets to cold water storage cisterns
- Distribution branches of pipe work
- In line with any manufacturers' instructions



“ If the water system is supplying a number of storeys or wings of the building, a servicing valve is required to serve each storey or wing for both hot and cold water”

be isolated locally, as well as the ability of maintenance work to be carried out without effecting the water system or the building users as a whole.

It also reduces the repair costs, as work is able to be carried out in a shorter amount of time.

LOCATIONS OF SERVICING VALVES

Water regulations class servicing valves for potable water systems as water fittings, so careful consideration to their location needs to be made.

Easy access to the servicing valves is essential so they can be easily located and operated when required. Distribution pipe work servicing valves in larger buildings tend to be easier to locate and site due to the building design and the provision of service ducts, voids and rooms.

If the servicing valve is to be located behind any building fabric, access is to be provided through the use of a purposely removable access panel.

Point of use servicing valves should be installed as close as reasonably practical to the appliance they serve, allowing

ease of access for identification and use.

They should never be located in a solid wall or floor, within a cavity of a cavity wall, or below a suspended or solid floor at ground level.

TYPES OF SERVICING VALVES

There are a range of designs and types of servicing valves that can be used in potable water systems.

Distribution pipe work servicing valves will benefit from being full bore valves to reduce frictional resistance which will affect the flow rates at the appliances.

Servicing valves can be either a spherical type that can be operated with a screw driver, lever operated, or the use of a screw down type valve is permissible.

Point of use servicing valves may benefit from the use of compact quarter turn spherical type valves, although the use of a screw down type that can be used as a stop valve is also acceptable.

APPROVAL

All water fittings used on potable water systems should be of an approved type that will not pose a risk to the water supply.

Approval can be achieved a number of ways either through the use of a WRAS, British Standard or CE approval or other such testing bodies. ■

FURTHER INFORMATION

Guidance on servicing valves can be found in the Water Regulations Guide. You can also find details on the WRAS website at bit.ly/WRASservicing or you can contact the SNIPEF Technical department on 0131 556 0600, option 5, or email technical@snipef.org

A piece of the action

Water quality and efficiency are of major importance in potable water systems. SNIPEF Technical Manager **Martyn Raine** caught up with Keraflo's **Mark Schlotel** to discuss how delayed action float valves help with good water management in buildings

HI MARK. WHAT EXACTLY IS A DELAYED ACTION FLOAT VALVE?

Delayed action float-activated valves are designed to provide a more accurate and efficient method of controlling water levels in cold water storage tanks.

WHERE CAN DELAYED ACTION FLOAT VALVES BE USED?

Delayed action mechanical float valves are specified for cold water storage tank systems, primarily located in commercial buildings. These substantial tanks may be designed with or without raised chambers and configured as single or balanced – otherwise known as twin – tank installations. If used for potable water, delayed action float valves are required to be compliant under the Water Regulations/Byelaws. Valves are also available in stainless steel for use in demanding environments such as desalination plants and sea water.

WHAT ARE THE BENEFITS TO FITTING A DELAYED

ACTION FLOAT VALVE COMPARED TO TRADITIONAL TYPE FLOAT VALVES?

Delayed action float valves are ideal for pumped systems because the open-to-closed 'on/off' valve operation avoids pump hunting and water hammer. The selected water level is unaffected by pressure fluctuation and the ceramic disc sealing mechanism means that there is no seat or washer to wear. The delayed action of the float valves delivers a positive fill to actively churn the water in the tank. For example, when water is taken from the tank and the water level falls (i.e. when a tap is opened), the valve does not immediately open at a dribble as would happen with a BS1212 equilibrium valve. Instead, there is a delay and the valve won't open until the water level has fallen by a determined level. When the water level has fallen by the determined amount the valve moves from a 'fully closed' position into a 'fully open' position, allowing water to flow into the tank at

a maximum flow rate. When the water level has returned to its original full level, the valve immediately closes from the 'fully open' position, preventing any of the dribbling associated with equilibrium valves. The positive action and full-bore flow delivered by the valve provides a range of additional benefits including good water turnover, fast refill, the eradication of water hammer and reduced noise. The valve's weighted float can also be adjusted to a number of positions on the brass float arm, allowing the tank's stored water level to be easily modified.

ARE THERE DIFFERENT TYPES OF DELAYED ACTION FLOAT VALVES?

Yes, there is a range of delayed action valves sized from ¾" (20mm) to 3" (80mm) with standard flow, high flow and reduced bore specification options.



ABOVE: Delayed action float valves are an accurate and efficient way to control water levels in cold water storage tanks

RIGHT: Mark Schlotel

Stay true to form



What is the Certificate of Compliance? And why is it so important? We explain how it's issued, what it covers – and how it's been affected by recent changes

WATERSAFE APPROVED CONTRACTORS

SNIPEF is one of seven organisations in the UK permitted to operate an Approved Contractors' Scheme for qualified plumbers. The Schemes all operate under WaterSafe, the national accreditation brand.

All plumbers approved by WaterSafe have undertaken specific training in the Water Fittings Regulations and Byelaws to ensure they meet the strict legal requirements for installing water pipes and fittings.

WaterSafe also runs an online search facility to connect the public with approved plumbers. Water undertakers will only recommend the use of WaterSafe approved plumbing businesses.

If your business is a WaterSafe member, you are an approved contractor as stated in Water Regulation/Byelaw 6. WaterSafe approved

contractors are able to self-certify their work by completing a Certificate of Compliance.

THE PURPOSE OF THE CERTIFICATE

Under the Water Supply (Water Fittings) Regulations (Northern Ireland) and the Water Supply (Water Fittings) (Scotland) Byelaws, approved contractors are required to complete a Certificate of Compliance upon completion of any plumbing works carried out on a water system containing water for human consumption and supplied by the water undertaker.

The certificate states that the work carried out by the approved contractor complies with the current Water Regulations/Byelaws, providing assurance to both



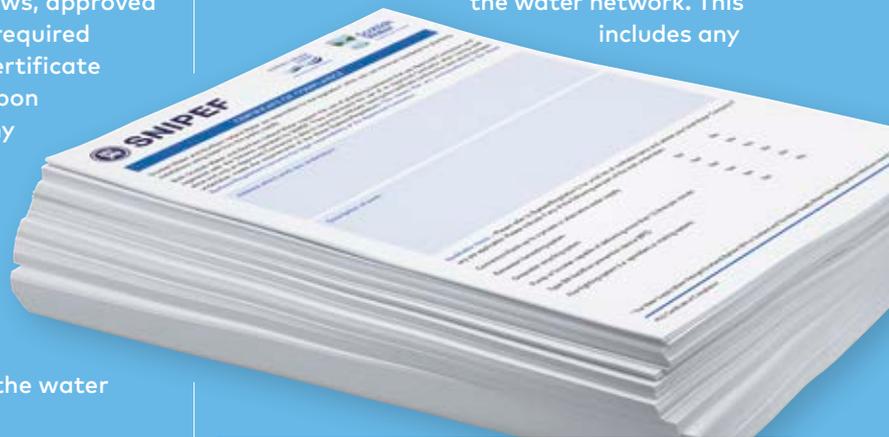
By Martyn Raine, Technical Manager, SNIPEF

the water undertaker and building owner or end user that the water system is safe to use and does not pose a risk to the water supply.

Furthermore, if the water system comes under scrutiny from the water undertaker, the certificate provides a legal defence for building owners by proving the work was completed by an approved contractor.

ISSUING A CERTIFICATE

The Certificate of Compliance is to be used for all plumbing work that has a connection to the water network. This includes any



If you are interested in becoming a WaterSafe Approved Contractor, please call the SNIPEF Schemes department on 0131 357 2440 or email schemes@snipef.org



water fitting installed, altered, connected or disconnected by an approved contractor.

Under the Water Regulations/Byelaws, water fittings are any fitting, component or appliance used to transport and provide water for human use or consumption within a building supplied from the water undertaker.

The regulations state that an approved contractor must "give to the person who commissioned the work a signed certificate". This can be misleading, as a plumber might assume that commissioned means "to put a system into safe operation". In this case, it actually means that the signed certificate should be given to the person who requested the work to be carried out.

The approved contractor should also retain a copy of the certificate for two years and, if required, send a copy to the water undertaker.

In November 2018, SNIPEF issued an electronic version of the Certificate of Compliance to approved contractors within the SNIPEF scheme. This electronic version will allow plumbers to complete the certificate with ease on a smart device or PC. It

can then be emailed directly to the client, and if notification was required, the certificate can also be forwarded to the water undertaker.

NOTIFIABLE WORK

Many types of work require consent from the water undertaker prior to work starting. This must be obtained by giving the water undertaker notification of the intended work. This is due to the higher level of risk posed to the public water supply. The list of notifiable works can be found under Regulation/Byelaw 5. However, prior notification is not required for several of these work types if a WaterSafe approved contractor is completing the work.

If notifiable work has been carried out, a Certificate of Compliance has to be given to both the person who asked for the work to be carried out and the water undertaker.

NEW DEVELOPMENTS

Scottish Water has recently identified a need to improve its

+
WaterSafe
 ROUND-UP
 / Page 26

approach to Water Byelaws in new domestic developments so has adopted a risk-based approach. This has led to an increase in inspections of new build domestic developments in Scotland.

As WaterSafe approved contractors have shown their commitment to quality by acquiring competency in the Water Byelaws, it is intended that inspections of approved contractors will not be as frequent as for non-approved plumbing contractors.

However, evidence of compliance with the Water Byelaws will be required. For approved contractors, this can be achieved by completing a Certificate of Compliance for each dwelling on completion of the plumbing works and sending a copy to Scottish Water. See Scottish Water's article in *PlumbHeat* Autumn 2018 for more information. ■

REFERENCES

The Water Supply (Water Fittings) (Scotland) Byelaws 2014 <http://bit.ly/watersupplyscotland>

The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 <http://bit.ly/watersupplyregulations>



HI GRAEME. DO LANDLORDS NEED TO CARRY OUT A LEGIONELLA RISK ASSESSMENT IN DOMESTIC PROPERTIES?

Yes, a landlord has a duty of care in accordance with the current guidance ACOP L8 and HSG 274. Just as gas or electrical systems should be inspected and tested when required, water systems also need to be inspected to establish any risk.

DO PLUMBERS HAVE THE REQUIRED SKILLS AND KNOWLEDGE TO CARRY OUT A LEGIONELLA RISK ASSESSMENT ON DOMESTIC BUILDINGS?

A plumber's experience and training would determine their competency to carry out these works. However, completing a recognised legionella disinfection and risk assessment training course is advisable. For domestic type dwellings, N/SVQ Level 3 qualified plumbers will understand how hot and cold water systems work and therefore will be able to identify potential associated risks which promote or support bacterial growth and provide a detailed risk assessment.

AND FOR NON-DOMESTIC BUILDINGS?

The complexity of water systems in non-domestic premises require further knowledge and understanding. Completing a recognised legionella disinfection and risk assessment training course is highly recommended as it will provide a sound understanding of the HSE L8 approved code of practice. Non-domestic premises have various types of hot and cold water systems and additional plant equipment, such as cooling towers which will all require risk assessments. Additionally, NHS or healthcare buildings have their own guidance documentation – known as



Some SNIPEF members have recently been asking our technical team about legionella and landlords' responsibilities. To help them, we sat down with **Graeme McCullie**, Director of Plumbing at DMA Canyon, a company specialising in legionella control

SHTM 04-01 and HTM 04-01 – which need to be followed.

SHOULD THE RISK ASSESSMENT BE RECORDED?

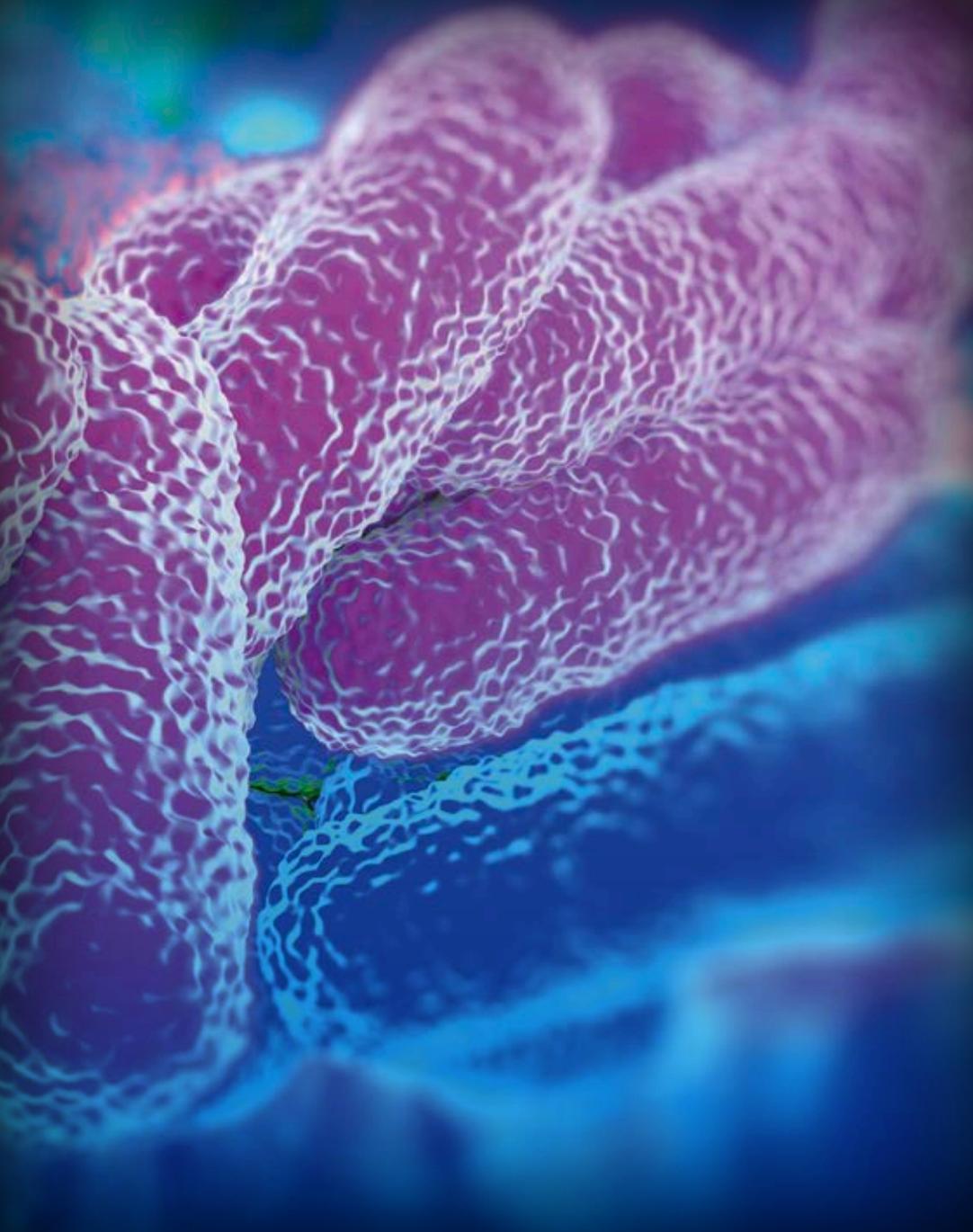
This would depend on the type of premises, water system and building occupants. The Health and Safety Executive (HSE) does not insist that a risk assessment is recorded for small domestic properties with small water systems that

have a good turnover of water. However, it is good practice to record the risk assessment as this will provide evidence the landlord has fulfilled their duty. Water systems in larger buildings with five or more employees and more complex water systems will require the risk assessment to be recorded.

HOW OFTEN SHOULD THE RISK ASSESSMENT BE CARRIED OUT?

Risk assessments are live documents and should be reviewed regularly. They should be updated if the use of the building changes or if any changes are made to the water systems. The HSE's HSG274 provides an indication of when to review the assessment and

“ Just as gas or electrical systems should be inspected and tested when required, water systems also need to be inspected to establish any risk”



- non-compliant system design or non-approved water fittings
 - incorrect storage and distribution temperatures
 - system cleanliness.
- The risk assessment should also consider all aspects of the system construction, its use and how this may impact on the overall risk of legionella proliferation and dissemination.

DO SHOWER HEADS HAVE TO BE CLEANED AND DISINFECTED?

Yes, as per risk assessment advice and at least on a quarterly basis as per guidance documentation, or as inspection and fouling dictate. Spray taps and shower hoses should also be included.

WHAT TEMPERATURE SHOULD COLD WATER BE STORED AND DELIVERED TO APPLIANCES?

The Water Supply (Water Fittings) (Scotland) Byelaws 2014 and The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009 require cold water to be stored and delivered below 20°C. The HSE advises that cold water should reach temperatures below 20°C within two minutes of the tap being opened.

WHAT TEMPERATURE SHOULD HOT WATER BE STORED AT?

Calorifiers and cylinders should store water at 60°C with the secondary return never below 50°C. Insufficient storage temperature and poorly installed and commissioned flow and return systems are one of the most common points of failure in a system. ■

FURTHER INFO

Note: The HSE provides ACOPL8 as guidance. If this guidance is followed it will be deemed as compliance with the law. Technical guidance can be sourced from document HSG274. More information about legionella can be found on the HSE website: www.hse.gov.uk/pubns/books/18.htm www.hse.gov.uk/pubns/books/hsg274.htm

what to consider should be recorded. Examples of when this may occur are:

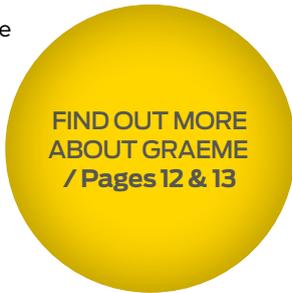
- a change to the water system or its use
- a change to the use of the building where the system is installed
- new information available about risks or control measures
- the results of checks indicating that control measures are no longer effective
- changes to key personnel
- a case of legionnaires' disease/legionellosis associated with the system.

WHEN CARRYING OUT A LEGIONELLA RISK ASSESSMENT, WHAT KIND OF

THINGS SHOULD A PLUMBER BE INSPECTING FOR?

There are a range of situations to be aware of when carrying out risk assessments. However, the critical points to look for are:

- the health profile of potential occupants and their susceptibility to legionella bacteria
- the potential for aerosol production and inhalation from appliances and terminal fittings
- potential areas of stagnation, for example, dead legs and oversized storage vessels



Round-up of latest WaterSafe® activities and events

Film's five-point winter checklist protects homes from meteorological monsters

WaterSafe's latest film features an essential five-point checklist to help keep homes warm and dry when winter weather strikes – whether it's from the Beast from the East or the Pest from the West.

Its tips for a winter-ready home are:

- Locate your stop tap – if a pipe freezes and bursts in your home you need to be able to shut off the water supply quickly.
- Insulate outside taps and pipes in unheated areas like lofts, garages and outbuildings to help prevent them from freezing and bursting.
- Repair any leaky taps or valves – this will stop the frost getting in and you'll save water too.
- Check if your central heating boiler needs a service.
- If your house is going to be empty, leave your heating on low – about 14°C. Or, if you're going to be away for a while, turn off your water supply and drain the system.



WaterSafe is also encouraging homeowners to contact an approved, qualified plumber if they need help, and to keep a WaterSafe plumber's details to hand in case of an emergency.

Check out the film and WaterSafe's winter advice at www.watersafe.org.uk/winter – and please link and share on your websites and social media channels to help spread the word with your customers.

Could you be the star of the next WaterSafe plumber profile?

WaterSafe has launched a new series of plumber profiles, the latest starring Steve Bartin, UK Plumber of the Year 2018.

Steve (*below*) reveals how he got started in the industry, busts a popular myth about plumbing, shares the job he's most proud of and explains what being a member of WaterSafe means to him.

Take a look at watersafe.org.uk/blog and if you're a WaterSafe approved plumber that fancies featuring in a future profile we'd love to hear from you.

Drop us an email at watersafe@create51.com or contact us via [@WatersafeUK](https://twitter.com/WatersafeUK) or [Facebook](https://www.facebook.com/WatersafeUK)



WaterSafe and Home Builders Federation partner on water efficiency

WaterSafe is working in partnership with the Home Builders Federation (HBF) to offer advice on water fittings and fixtures that can help save stressed water resources.

Leaflets published with the HBF encourage developers of new-builds to include a range of energy and water-saving features and help property owners make the most of their water-efficient homes.



Developers are encouraged to equip new homes with water-efficient showerheads, dishwashers and washing machines, aerated taps and dual-flush toilets and, for the garden, greywater or rainwater harvesting systems, water butts and drought-resistant plants.

Download the leaflets at watersafe.org.uk/advice

➤ For more information and advice about how you can benefit from your membership of WaterSafe, please visit www.watersafe.org.uk

THE MAN WITH THE

golden touch



When it comes to winning awards, Aberdeen apprentice **James McCall-Smith** has the golden touch...

Continued on page 28 >

Continued from page 27

The talented youngster, who works for SNIPEF member Derek Scott Plumbing

& Heating, beat off the challenge of the UK's top seven plumbing apprentices to lift the top plumbing prize at the prestigious WorldSkills UK LIVE event in Birmingham. James, who receives college tuition at Tullos Training, told *PlumbHeat* about his triumphant experience – and how he's now looking forward to taking part in the Grundfos Installer Championship in Frankfurt next March

CONGRATULATIONS ON YOUR WIN JAMES. HOW DID YOU GET ENTERED FOR THE COMPETITION IN THE FIRST PLACE?

I was put forward after winning the regional SNIPEF competition in the summer. The eight apprentices with the best scores from across the UK were entered for the national finals.

WHAT WAS THE EVENT LIKE?

It was nothing like I've ever experienced before. The event was held in the NEC in Birmingham so the scale of the occasion was quite daunting at first. Once I'd taken all my tools over to the plumbing stand I just focused on the event and getting into the right mindset for the competition.



“When they called my name out I couldn't believe it to be honest. I walked on to the stage and saw the massive crowd and it hit me again – a feeling of total surprise”

WHAT WAS THE MOST DIFFICULT ELEMENT?

For me it was trying to keep to the timeline while working to millimetre accuracy as one wrongly cut pipe or wrongly bent pipe could mean it was over for me. The experience with the SNIPEF competition was very useful as it was like a practice run for this event.

The challenge

To clinch the title, James undertook an intensive two-day practical exercise which involved installing a small sealed domestic central heating system with expansion vessel and ancillary equipment. This included three small bespoke radiators, an unvented hot water cylinder, a boiler mounting jig, motorised zone valves and 22mm and 15mm copper pipework.



WHEN DID YOU FIND OUT YOU'D WON?

The competition finished on Friday at 5pm and the announcement of the winner was made on Saturday night around 9.30pm. There was a big ceremony with all the winners being announced. When they called my name out I couldn't believe it to be honest. I walked on to the stage and saw the massive crowd and it hit me again – a feeling of total surprise.





ABOVE: James shows off his gold medal and (below) poses beside his winning installation



QUICK FACTS

NAME: Derek Scott
Plumbing & Heating
BASED: Inch, Aberdeenshire
PHONE: 01464 851 454

NAME: Tullos Training
BASED: Aberdeen
PHONE: 01224 872 316
WEBSITE: tullostraining.co.uk

WHAT DO YOUR FAMILY AND COLLEAGUES THINK?

My workmates are chuffed and think it's a good way to represent the firm. My family are equally happy. They made it down to Birmingham and videoed the event; it's quite funny to watch it back!

AND NOW YOU'RE HEADING TO FRANKFURT IN MARCH...

I'm looking forward to seeing how other countries compare

to the UK as there will be 26 other countries represented. It will also be good to see what kit the others use for the competition.

WHAT DO YOU ENJOY MOST ABOUT YOUR JOB?

I'm in my fourth year as an apprentice and will be properly qualified at the start of June. I love how practical the work is – I just really enjoy working with my hands and getting things done. There's a feeling of satisfaction when you complete a job and both you and the customer are happy with it. I also like the variation of the work we do. A lot of plumbers concentrate on the heating engineer side of things, but we do the full scope of works from air source to small heating systems to new houses, shops and small commercial jobs. One day I'll be working on a gas main for an oil services company and the next day I'm putting up gutters and installing a kitchen sink.

WHAT ARE YOUR FUTURE PLANS?

I want to stay with Derek and learn as much as I can. Longer term, I might go self-employed or go into property developing. I can keep costs low by doing the plumbing myself and using the building knowledge I've gained from working on the tools.

AND FINALLY...WHAT DO YOU THINK IS THE SECRET OF YOUR SUCCESS AT THESE COMPETITIONS?

The trick is to believe in yourself, and getting yourself into the right state of mind for the competition. Practice the things you need to improve on a lot and this will bring your whole game up. You have to be dedicated and put in the hours too. Also, having good mentors from my company has helped a lot; they pass on good tips and tricks they have learned from all their years on the tools. ■

James shines in a world of young talent

James and his fellow finalists were closely watched by judges and more than 85,000 visitors at WorldSkills UK LIVE.

Now in its seventh year and held at the NEC in Birmingham on 15-17 November, the event featured more than 200 employers and training organisations, plus in-depth talks from industry leaders.

The centrepiece was the WorldSkills national finals, which this year saw more than 500 competitors battle it out in 70 different disciplines in a bid to be the very best in the country. Winners, including James, will now get the chance to be considered to represent the UK at the WorldSkills international competition.

Dr Neil Bentley, CEO of WorldSkills UK said: "This has been the biggest and best skills event that the UK has ever seen. Undoubtedly, we have helped change thousands of lives for the better.

"Engagement between our visitors and exhibitors has been amazing and demonstrates that we are truly a catalyst for change."

James earned his place at the event after winning the copper category in the 43rd SNIPEF SkillPLUMB competition in June.

Next year's regional competition will take place on 14 June at West College Scotland, Paisley Campus.



TracPipe[®]CC[™]
Flexible Gas Piping by Omega Flex[®] Complete Containment

MADE IN
BRITAIN



GAS

TracPipe[®]CC BY OMEGAFLEX[®]

**We've got something
NEW up our sleeve...**

**TracPipe[®] with an integrated
containment sleeve!**

Save time and money by not having to apply a secondary sleeve!
With TracPipe[®]CC[™] we've got it covered!

TracPipe[®]CC BY OMEGAFLEX[®] GAS



TracPipe[®]CC



FREE TRAINING



FREE ON-SITE VISITS



FREE SUPPORT



FREE ON-LINE GUIDES

TracPipe[®]CC[™]
Flexible Gas Piping by Omega Flex[®] Complete Containment

TracPipe[®]
Flexible Gas Piping by Omega Flex[®]

Find out more...

Call +44 (0)1295 67 66 70

Email eurosales@omegaflex.com



www.tracpipe.co.uk

© 2018 Omega Flex, Inc. All rights reserved. FGP-771UK 10/18



You are invited...

Employers are being encouraged to attend the upcoming Girls into Plumbing event to find out how investing in an apprentice can help their business

SNIPEF and Skills Development Scotland are partnering with Perth College on a Girls into Plumbing event to encourage girls to consider a career in the plumbing and heating sector. Held as part of Scottish Apprenticeship Week, it is the first collaboration of its type for the organisations.

The free-to-attend event on 7 March will show attendees what a plumbing apprenticeship is all about, from college training to gaining on-the-job experience. Female plumbing apprentices will speak about their experiences and answer any questions.

There will be time to talk to employers from local plumbing and heating businesses and a chance to look around the facilities at Perth College. It's also a great opportunity for employers to find out more

“...it’s crucial we hold these types of events to dispel the myths for both apprentices and employers”

about what is involved in taking on an apprentice, how it can benefit their business and what funding is available.

“The plumbing industry has traditionally been a very male-oriented sector but that’s no longer the case,” said Dale Thomson, SNIPEF Training Manager. “Unfortunately, while attitudes are shifting, there remains some uncertainty about whether women are able to manage the physical nature of the work or are suited to the construction environment, so it’s crucial we hold these types of events to dispel the myths for both apprentices and employers.

“The fact is women make fantastic plumbers and are an asset to the industry. We want to encourage girls to see plumbing as a viable and interesting career option, and for employers to be open to taking on female apprentices.”

Marguerite Adams from Skills Development Scotland said: “Research shows that organisations with a diverse workforce are more creative, innovative and dynamic

so it makes simple business sense to adopt equal hiring practices, allowing business to recruit from a broad talent pool.

“In order to have a broad talent pool to recruit from

however, the construction sector needs to be seen as inclusive and welcoming of diversity. The Girls into Plumbing event provides an excellent opportunity for young people and employers alike to learn about the benefits of a plumbing apprenticeship and address any reservations they may have.” ■

+
To find out more about plumbing apprenticeships in Scotland, including how to take on an apprentice and the funding available, email training@snipef.org

The free event is open to people of all genders and ages. Parents, carers and employers are also encouraged to attend.

GIRLS INTO PLUMBING

When: Thursday 7 March 2019

Time: 5:30-7pm (tea, coffee and light refreshments from 5pm)

Where: Perth College, Crieff Road, Perth PH1 2NX

Note: The event is free to attend but registration is required at bit.ly/GirlsintoPlumbing

Top of the class

Kyle receives trainee award as SNIPEF apprentices score a hat-trick at the Domestic Natural Gas Installation and Maintenance Awards



Eamonn O'Brien (right)

Matthew Clifford (right)

Three SNIPEF apprentices have received awards at the annual City of Glasgow College Gas Apprentice Awards.

The event, held on 9 November at Scholars Restaurant in the college's city campus, celebrated the achievements of the college's gas installation and maintenance

students with a special lunch and awards ceremony.

SNIPEF apprentice Kyle Randall took home the top prize of the day – Most Improved Trainee. Fellow SNIPEF apprentices Matthew Clifford and Eamonn O'Brien also placed 2nd and 3rd in the second year apprentice competition. ■



Industry Leading Provider of Certification, Qualifications, Assessments and Learning Materials.

Visit Our Website to Find Your Nearest Centre.



Find us on LinkedIn

Follow us at @bpec1

View us at flickr.com/bpec1

Join us at facebook.com/bpecpage

Watch us at youtube.com/bpec123

T: 01332 376000

E: info@bpec.org.uk

W: www.bpec.org.uk

BPEC, 1-2 Mallard Way, Pride Park, Derby, DE24 8GX

Jordan scoops top prize as Edinburgh & District apprentices celebrate at annual SNIPEF awards

Muir the merrier



Jordan Muir (left) collects his prize from Duncan Sharp

Plumbing apprentices from the Edinburgh & District region were recognised for their achievements over the past 12 months at the 20th annual prizegiving ceremony.

The event is organised every year by the SNIPEF Edinburgh & District Branch and was this year hosted by Edinburgh College on 25 October.

The College's Midlothian Campus welcomed the SNIPEF Edinburgh & District Branch as they celebrated the work of plumbing apprentices from Edinburgh College, Borders College and Forth Valley College.

A total of 14 awards were presented on the night with students from each college being recognised in four categories.

The prestigious David A More Trophy, awarded to the Edinburgh & District Apprentice of the Year, was won by **Jordan Muir**, a student at Forth Valley College who works for Jim Fegan Plumbers & Heating Engineers. **Scott Campbell** from Borders College and D&P Plumbing & Heating, and **James Summers** from Edinburgh College and Hart Builders Edinburgh Ltd, were also nominated.

The awards were presented by Duncan Sharp, President of the SNIPEF Edinburgh & District Branch. He said:

"Congratulations to all the winners at this year's awards. Each year we come together to celebrate the achievements of these young people as they're starting out in the plumbing sector, and, each year the standard of the apprentices seems to get higher and higher.

"The level of their work, their enthusiasm and their commitment to learning the trade is fantastic and it's a privilege to meet these young plumbers and present them with these awards. We wish them all the best of luck with their long careers in the industry."

SNIPEF Chief Executive Fiona Hodgson said it was important the industry continues to encourage young people like Jordan to take up apprenticeships.

She said: "We currently have around 900 apprentices in training, including our new starts, but this is still 50% down on the numbers that were recruited prior to 2008. Our members are already feeling the impact of the skills shortage, with many reporting difficulties in finding skilled staff.

"With the construction industry accounting for around 6% of the UK economy, it is crucial we act now by investing in training to ensure the industry is seen as an attractive career option to all young people." ■

The Winners

🏆 Best 1st Year Apprentice

Borders College:
Euan Ross, employed by Michael Turnball Plumbing

Edinburgh College:
Alexander Scott, Haggert Plumbing Ltd
Forth Valley College:
Robbie Davidson, Forth

🏆 Best 2nd Year Apprentice

Borders College:
Glynn Rae, Douglas Rae Plumbing
Edinburgh College:
Lauchlan Aird, Postcode Plumbers
Forth Valley College:
Chrystian Klenczak, John Cullen & Sons

🏆 Best 3rd Year Apprentice

Borders College: Scott Campbell, East Lothian Plumbing and Heating
Edinburgh College:
Robbie Hogarth, D & P Plumbing & Heating Ltd
Forth Valley College:
Chloe Paterson, TClarke

🏆 Best Improved Apprentice

Borders College:
Davids Lukjanovs, Brown & Muir
Edinburgh College:
James Summers, Hart Builders Edinburgh Ltd
Forth Valley College:
Grant Flynn, Morris & SpottisWood

🏆 The Border's Tweedie Trophy for Best Lead Work

Borders College: Kris Sharkey, Roxburgh Heating Ltd

🏆 David A More Trophy – Jordan Muir

With winter in full swing, employers and employees need to understand how adverse weather could affect their work and employment. Our case study outlines what you should do if you're unable to provide work to an employee due to extreme weather

Beat the pay freeze



THE ISSUE

Bob the plumber woke up to see that it was snowing heavily. Although the weather was bad, he felt it was safe to travel to work in his van.

However, when he arrived at the depot, his employer Jock said there were no jobs safe enough to send him to as the snow was too thick in the areas where the work was required.

Jock was unsure if he was required to pay Bob for the normal working day. After turning up to work and being told there was no safe access

to jobs, Bob was also unsure if he would get paid.

THE SOLUTION

As Jock is a member of SNIPEF, he phoned to get advice on the matter and find out the process he needed to follow.

After discussing his situation with SNIPEF's industrial relations expert, Jock was advised that as work was temporarily unavailable and couldn't be provided due to extreme weather conditions, he would need to pay Bob and initiate temporary lay-off. It

By Stephanie Lowe, SNIPEF's in-house expert on industrial relations

was explained to Jock that as his employee Bob was able to present for work and satisfy Jock that he was available for work, under the terms of Working Rule 9, Bob was due to be paid his normal rate of wage for the hours of work Jock wasn't able to provide.

SNIPEF provided Jock with information on how he should implement a temporary lay-off for Bob. He was advised that, as the employer, he should confirm in writing to Bob that the firm intended to implement a period of temporary lay-off under Working Rule 9. Jock explained to Bob that temporary lay-off is when work is temporarily unavailable or cannot be provided by the employer.

SNIPEF was able to provide a template letter for Jock to use. In the letter, Jock was instructed to detail the expected duration of the lay-off and dates of when, and how

Harsh weather conditions can affect employees' abilities to perform their duties





SNIFE can advise on your rights and responsibilities when bad weather strikes



Bob was paid for the hours of work he was due to undertake that day”

often, it would be reviewed. Bob was presented with the letter by Jock and explained the process and what was to happen if the extreme weather were to continue. Jock established a severe weather policy and outlined this to all of his employees.

THE RESULT

Because Bob had reported for work and Jock was unable to provide any work due to adverse weather, Bob was paid for the hours of work he was due to undertake that day.

On the advice from SNIFE, Jock established a severe weather policy and held a meeting with all of his employees to explain how attendance and non-attendance works before any more bad weather arrived.

This helped to remove any confusion about whether employees were eligible to receive wages for non-attendance. ■

For more advice on industrial issues, email contact@snipef.org or call 0131 556 0600

Register **NOW** to Trade Online!



NEW!
Bathroom
Showroom
**NOW
OPEN**
at Ayr!

Ask in branch for details or register online.

Number One for Plumbing & Heating Supplies

- Boilers • Radiators • Towel Warmers
- Fittings • Renewables • Stoves • Oil Tanks
- Water Cylinders • Spares • Drainage
- Sanitaryware • Brassware • Tools
- Consumables & much more....

William Wilson

PLUMBING • HEATING • BATHROOM • SUPPLIES

- | | |
|---------------------------|--------------------------------|
| ABERDEEN 01224 877522 | GLASGOW KINGST. 0141 418 2611 |
| AYR 01292 286381 | GLASGOW STH. ST. 0141 434 1520 |
| AVIEMORE 01479 811567 | INVERNESS 01463 237391 |
| CUMBERNAULD 01236 868710 | INVERURIE 01467 629853 |
| CUPAR 01334 655700 | KIRKCALDY 01592 653295 |
| DUNDEE 01382 880044 | KIRKWALL 01856 871282 |
| EDINBURGH 0131 657 5151 | PERTH 01738 638323 |
| ELGIN 01343 543181 | PORTREE 01478 612577 |
| FORT WILLIAM 01397 705375 | STORNOWAY 01851 704046 |
| FRASERBURGH 01346 514474 | THURSO 01847 891685 |

www.williamwilson.co.uk



We now offer e-billing. Scan the code for details

Get ready for lift-off...

Making tax digital (MTD) will become a reality in April – so it's vital to ensure you're ready for this massive financial shake-up

Making tax digital (MTD) is the plan to move the UK tax system completely online – the biggest shake-up of our tax affairs in more than 20 years. The first stage, which is already with us, affects VAT registered organisations.

HM Revenue and Customs (HMRC) is contacting affected businesses now to provide information about MTD. Many businesses have started the process to ensure that they're MTD compliant by the introduction date of 1 April 2019.

In practical terms, MTD is the online submission of accounting and tax information, via approved software, to HMRC. VAT registered businesses are the first stage of MTD; all tax submissions will eventually be submitted online in a phased rollout, but not before 2020.

The intention of MTD is to minimise errors and simplify the tax process for taxpayers and HMRC. From 1 April 2019, affected businesses will not submit VAT returns via HMRC's portal but through their own accountancy software.

WHO IS AFFECTED?

All businesses and organisations who are VAT registered and have a taxable

turnover above the VAT threshold (currently £85,000) will be affected by MTD and will need to use MTD to report on VAT returns for VAT periods starting after 1 April 2019.

Once businesses are signed up to the MTD process, they will continue to use MTD even if their turnover later falls below the VAT threshold. This will apply to all sole traders, partnerships, limited companies, and charities with a taxable income of more than £85,000 within a rolling 12-month period.

All other businesses that are VAT registered and trading below the VAT registration threshold can choose to remain on their existing HMRC online system or use MTD. There is no requirement at this stage for businesses trading below £85,000 to be MTD compliant.



By Iain Masterton, VAT Director, Chiene + Tait

HMRC has confirmed that some businesses and organisations will not need to comply with MTD until 1 October 2019. These organisations are:

- Trusts

How Chiene + Tait can help

Chiene + Tait can help you get MTD-ready in the following ways:

- Check if you need to be compliant
- Advise on your accounting software
- Help you choose new software that benefits your business' productivity, and provide training
- Answer any question, from a

quick check to an in-depth study of your needs.

Chiene + Tait's software specialists can help you to identify what you need to do to be compliant and also advise on the advantages of new software systems and how to implement them.

For further information, email Chiene + Tait at mtd@chiene.co.uk or call 0131 558 5800.



What should you do?

- Ensure your tax affairs are up to date.
- Consider how your business will be affected by MTD, what processes will need to change and what you and/or your staff need to do. Also consider the impact on your resources.
- Decide whether to input reporting information yourself, or assign responsibility to an adviser.
- Change your accounting records and software package if you need to. If you're not already using one,

virtually all businesses will need move to accounting software compatible with HMRC's systems.

- Train staff on the new process to ensure a smooth transition and factor this into any project planning.



- Not-for-profit organisations that are not set up as a company
- VAT divisions
- VAT groups
- Public sector entities that are required to provide additional information on their VAT returns
- Local authorities
- Public corporations
- Traders based overseas
- Those required to make payments on account
- Annual accounting users.

HOW WILL MTD CHANGE THE WAY VAT RETURNS ARE SUBMITTED?

There are two essential parts to MTD:

1. You'll have to keep your accounting records in a digital format
2. You'll need to submit VAT return information to HMRC using MTD-compatible software.

For VAT, you won't need to keep records such as invoices

in a digital format, but you will need to do so for transactional data such as invoice dates and values.

There is a common misconception that, because VAT returns are already submitted electronically via HMRC's online portal, VAT registered businesses are already MTD compliant. This is not correct.

MTD VAT returns will have to be made via specific software, on a quarterly or monthly basis. VAT data will have to be inputted into software which will send a report to HMRC at the click of a button.

There are more than 70 software products available now and the list is growing. More are being developed and the list is updated on a regular basis by HMRC.

HMRC will not provide its own software so those without accounts software at present will have to look at their options and factor

“The intention of MTD is to minimise errors and simplify the tax process for both taxpayers and HM Revenue and Customs”

in the additional cost of a software package subscription. If you already use accounting software to submit VAT returns to HMRC, then the transition to the new system should be relatively smooth.

HMRC will also allow certain adjustments to be manually calculated and inputted and have said that they will take a light-touch approach to enforcement, at least initially.

If you're not already using software and instead use Excel, an outdated package or even manual records, you need to prepare for MTD now. ■

Chiene+Tait
 CHARTERED ACCOUNTANTS

It pays to take notice

Professor **Rudi Klein** discusses a recent case involving pay less notices – and explains why you should always check their validity

There are legal restrictions on the right of a paying party to withhold monies from you under a contract for plumbing works.

Under the Construction Act, your payer must issue a pay less notice (PLN) before the final date for payment. This applies to all plumbing contracts other than work carried out for residential occupiers. Before we delve into the rules governing pay less notices, a brief reminder of the payment notice procedure may be required.

THE PAYMENT NOTICE PROCEDURE

For each one of your contracts you should have a schedule of the key dates relating to payment. We've given an example in the table (*right*).

Once you've drawn up this schedule, it will be helpful to exchange it with your paying party and asking them to agree that you have got the dates correct. This could avoid disputes over dates that often occur as you go through the payment process.

All your contracts should have, at least, due and final dates for

each of your payments. They should specify who is to issue the statutory payment notices; these must be issued within five days of the due payment dates. Notices must set out the sum considered due and how that sum is calculated. If the contract fails to specify who is to issue the notice, the payer must issue it. That sum must be discharged by the final date for payment. That date shouldn't be longer than 30 days from the date you asked for the money but, in practice, it could be as much as 60 days or even longer.

Remember: The longer you have to wait for payment the greater your exposure to payer insolvency.

TIMING OF PAY LESS NOTICES

Your payer has a statutory right to withhold monies from you provided a valid PLN has been issued. This notice must be issued before the final date for payment. If it is out of time it is invalid. If it is invalid the paying party must pay the sum in the original payment notice. If such notice wasn't issued, the amount you applied for

must be paid, provided you had applied for payment and had submitted a valid application.

CONTENT OF PAY LESS NOTICES: THE CASE OF MUIR CONSTRUCTION V KAPITAL RESIDENTIAL

The recent *Muir Construction Ltd v Kapital Residential Ltd*¹ case in Scotland has considered whether lack of detail in a PLN meant it was invalid.

The parties had entered into a design and build contract but there were various disputes relating to the quality of the work, valuation and payment of the final account.

About three-and-a-half months prior to the end of the rectification period, they entered into a 'settlement contract' in an attempt to



Who is Rudi Klein?

Rudi Klein is CEO of the Specialist Engineering

Contractors' (SEC) Group, which represents the UK's premier trade associations in the specialist engineering sector. A barrister in construction law and

President of the NEC Users' Group, Rudi is acknowledged as a driving force behind the changes to improve payment performance in the UK

“The longer you have to wait for payment, the greater your exposure to payer insolvency”

against the cost of remedying defects, it was enough to state that the remedying of defects would require a sum well in excess of the retention.

THE COURT'S DECISION

Referring to the client's argument the judge said: "It amounted to no more than saying the sum retained is not a large one and given the number and nature of problems founded upon in the PLN, the cost of remedying these would clearly amount to a figure well in excess of the retained sum and thus a basis for the zero sum figure was provided. This is not providing a basis for the figure."

The judge added that, in order to provide a basis for the figure, the PLN should:

- set out the grounds for withholding
- determine the sum to be applied to each of the grounds
- indicate how each of the sums were arrived at.

ADVICE

SNIPEF member firms should always double-check the validity of any PLNs. Were they issued in time? Did they contain sufficient information? If they are invalid, the payer must pay the amount in the notice or, in the absence of a payment notice from the payer, the amount in a valid application. ■

¹[2007] CSOH 132

resolve their outstanding issues. This didn't seem to work and some months after the end of the rectification period, the client issued a PLN as follows: "We consider that the sum that is due on the date this notice is given is: zero (0.00)." This was issued 10 days before the outstanding retention of £102,208.59 was to be released.

The contractor argued that a reasonable recipient of the notice would not be able to work out how the zero figure was calculated. It was necessary to show in the notice or supporting

documentation how the figure was arrived at. The response from the client was that this was not necessary: "A common sense, practical view of the contents of a pay less notice should be taken."

In this case the notice made "tolerably clear" what was being withheld and why. Attached to the notice was a note of the outstanding snagging and an opinion from an agreed expert on the remaining defects and incomplete work.

Given that the retention amount paled into insignificance

Application dates	Due dates	Dates for issue of payment notices	Dates for issue of any pay less notice	Final dates for payment
1 Feb 2019	8 Feb 2019	13 Feb 2019	6 March 2019	7 March 2019
1 March 2019	8 March 2019	13 March 2019	8 April 2019	9 April 2019

construction industry.

He helped draft the Construction Contracts Act in Ireland which was added to the Irish Statute Book in July 2013, and is the author

of two legal publications and countless legal articles in the construction press and academic journals.

In October 2016, Rudi was presented with a Lifetime

Achievement Award by SELECT the trade body for the electrotechnical industry in Scotland.

SEC Group was awarded the 2018 Gold

Award at the H&V News Awards and Rudi was appointed to the Carillion Task Force chaired by the Secretary of State for Business in January 2018.

It takes two to tango

Ensuring a healthy cash flow is often a merry dance, but sensible financial management can improve the process for both sides – and avoid the need for fancy legal footwork

Most of my work is concerned with cash flow issues, reviewing contracts and subcontracts with particular reference to any amendments to payment mechanisms, and negotiating out what I foresee to be problematic clauses.

In my opinion, there is no need for employers to amend the Joint Contracts Tribunal (JCT) Forms of Contract as the payment mechanisms have been worked out and represent the best that can be achieved to satisfy the different interests that prevail in the industry.

I take exception to public sector employers, in particular, amending standard provisions to introduce more onerous conditions – it is unnecessary and should be discouraged.

This also means that contractors will have to pass corresponding amendments down the supply chain and the whole industry gets affected by protracted and prolonged payment periods.

I spend a lot of time with organisations suffering from cash flow difficulties and am often asked the most favourable strategy to try and release monies being held up.

There is no doubt that negotiating your way out of

difficulty is the best answer but it takes two to tango – and often the other party involved simply digs their heels in and refuses to pay.

WHAT CAN YOU DO?

The first things I look at are the payment and dispute resolution provisions in the contract. Quite often there are provisions in the latter which can be extremely onerous. For example, if the matter is referred to adjudication by the subcontractor, then the subcontract conditions might say the subcontractor will be wholly responsible for the fees of the adjudicator and also for the costs of the other party. Many consider this latter provision is unlawful, with the result that adjudication is not as easy as it sounds.

Adjudication is often not the right answer anyway. Even if the decision is in your favour, it doesn't mean payment will immediately follow. All sorts of tricks can be used to prevent payment, including challenging the jurisdiction of the adjudicator, contesting their conduct, and alleging breaches of natural justice. This results in the successful party having to raise



By Len Bunton
Immediate past
chair, SBCC,
FRICS, FCIArb

A campaigner for fair play

Len Bunton is the former chairman of the Scottish Building Contracts Committee and the Scottish branch of the Chartered Institute of Arbitrators. He also chairs the Construction Scotland

a court action to enforce the adjudicator's decision, which can be expensive and lengthy. Having said that, the courts have made it clear that they will be very reluctant not to enforce an adjudicator's decision. But that doesn't mean that someone might not have a jolly good try to put it to the test, with the result that the winning party faces significant expense defending the action.

OTHER THINGS TO CONSIDER

It is essential that when a contractor or a subcontractor submits applications for payment, they do so in accordance with the requirements of the payment mechanism in the contract. I encourage my clients to agree a payment schedule that shows:

- when the application for payment has to be made
- when the due date is
- when the final date for payment is
- when a pay less notice has to be issued.

It is absolutely vital that you comply with these provisions so that there can be no interference with your application for payment.

As an example, a subcontractor was required to put in an application for payment by no later than 2pm on the 30th day of each month, but submitted it at 4pm. The main contractor rejected the application and the subcontractor had to wait another month before he could submit his next application, suffering cash flow problems.

Sometimes subcontracts require payment applications to be submitted in a particular manner, e.g. by registered post. If you fail to comply, then your

application could be rejected, so it's vital that subcontractors understand – and meet – their obligations and responsibilities.

Another problem area is the information that contractors and subcontractors submit with an application for payment. In my experience, it is crucial to provide as much detail as is required, with all the necessary backup. This helps to prevent the usual exchanges and allegations that the information is not satisfactory or detailed enough, or that claims are not properly vouched and supported. All of this usually results in only

“Adjudication is often not the answer...all kinds of tricks can be used to prevent payment”

a payment to account being made instead of the full value of their application. The remedy often lies in the contractor or subcontractor's own hands to present the relevant level of detail to allow the application to stand up to scrutiny.

IN CONCLUSION

I recognise that our industry continually has to adapt and accept new challenges. But all of us – regardless of age or sector – should ride the learning curve to take our businesses forward and be up to date with the continual process of change.

I believe in contractors and subcontractors being more alert to the commercial management of their businesses, because proper cash flow is their absolute lifeblood.

As an adjudicator, I see many instances of unfairness. But the remedy often lies in the hands of organisations, ensuring that some of the suggestions set out above become part and parcel of their day-to-day management. ■

Innovation Centre Project Delivery Group. He is an experienced campaigner for both fair play in the construction industry and the promotion of strategies to improve cash flow for organisations.

He is also committed to seeing continual change and improvement in the way the construction industry operates.

WHO WE ARE

SNIEF Training Services Ltd is the Plumbing Industry's Training Provider for plumbing apprenticeships in Scotland. We deliver the Modern Apprenticeship in Domestic Plumbing & Heating SVQ Level 3 using a network of SQA Approved Colleges & Training Centres across Scotland.



Are you looking to take on an apprentice plumber in Scotland?

SNIEF Training Services Ltd has the right tools to help you train the future fully qualified plumbing operatives that you will need.

WHAT WE DO

COSTS – Subject to available funding from Skills Development Scotland (SDS) we will meet the full cost of the College/Training Centre Training Programme.

MONITORING – We monitor all entrants on the Training Programme and provide support to apprentices and employers.

FINANCIAL INCENTIVE –

A grant is available to the business at the end of the apprentice's 4th year, depending on achievement and available funding from SDS.

WHAT YOU NEED TO DO

Once you have found an apprentice please contact us and request the Plumbing Apprentice Application Form which can be posted or emailed to you.



REASONS TO HIRE AN APPRENTICE PLUMBER

INCREASED LOYALTY –

When you invest time and money training apprentices, they feel motivated, valued and grateful to join a skilled team. This increases the chance they'll remain with the business longer.

SKILL SWAPPING –

While you teach the apprentice the practical skills they need, the apprentice

will bring back the most up to date methods and information gained from their training course.

THEY'RE ENTHUSIASTIC –

Apprentices are generally keen to get stuck in, prove themselves and learn as much as possible, bringing fresh enthusiasm to the business.

CONTACT US FOR MORE INFORMATION

For more information on taking on an apprentice plumber please contact us on 0131 524 1245 or training@snief.org alternatively you can visit our website

www.becomeaplumber.org

ProZone

9 pages of in-depth and insider knowledge from the UK's premier plumbing and heating industry professionals



45

Radical radiators

Homeowners make a bold statement with bright colours and beautiful designs



Contact our team to showcase your business in *PlumbHeat's* ProZone.
David Hughes 0131 561 0022
davidh@connectmedia.cc

Nerves of steel

Tool theft can happen to anyone – but there is a way to soften the financial and emotional impact

/ Page 44



Products on tap

Latest innovation is on display at new bathroom showroom on Newton Trading Estate in Ayr

/ Page 47



The heat is on

CEO Paul Rose explains why we all have a duty to work together to try and solve fuel poverty

/ Page 46



Healthy balance

Cash flow is king for any business, so it's vital to ensure your bank account is topped up

/ Page 48



Flush with success

Cistermiser's infrared urinal flushing control valve has been given a brand new look

/ Page 47



Watertight solution

New Kinedo cubicle's unique design means it's unaffected by the new BSI tanking regulations

/ Page 50



Tackling tool theft

Research released from the Federation of Master Builders (FMB) revealed that more than half of UK tradesmen have at some point fallen victim to tool theft. But with **simPRO**, help is here if it happens to you

The findings of the recent survey* come as no surprise to those directly affected by tool theft, but the report serves as a powerful reminder of the threat that this issue poses to UK trade contractor businesses – not only due to the costs for replacing tools and repairing damage to vans, but also the time delays that result from a loss of productivity due to the inability to complete work.

Preventative measures being taken to limit the risk of theft include taking tools inside at night time, installing additional locks and even alarm systems or CCTV. The unfortunate reality, however, is that even with taking the best precautions, theft can still happen.

In light of these alarming numbers, a job management system, like **simPRO**,

can offer great value when it comes to keeping a watchful eye over your tools.

When replacing stolen tools, your insurance provider will ask for details of exactly what was stolen.

Recounting every individual item can be time-consuming. However, those looking to avoid extended recovery processes can do so by maintaining an online record of the serial numbers of tools including the make, model, when it was purchased and for how much.

This tools list could also extend to plant and machinery you may leave on site or occasionally hire in for a particular project.

Keeping track of plant and machinery is simple in **simPRO** Enterprise. You can checkout plant items to employees

when needed, then check them back in when they have finished using them, so that you always know who is using what equipment and when. You can also track when plant items are due to be serviced for maintenance.

When adding plant to your database, you can record the make, model and even add photos of the item. There is also an option to add an insurance policy number.

Plant can be scheduled to jobs in the same way you'd schedule an employee. This is incredibly valuable when it comes to recouping following tool theft as it helps you clearly see which jobs will be affected as a result of an item being stolen.

We are not suggesting that this register is to be used for all tools, but it is essential for high-value items and those that may be harder to replace in the event that you do fall victim to tool theft like more than half of the UK.

Having a detailed register will speed up any insurance claims and also assist police in identifying your tools if they are recovered. ■



If you're interested in a free demo of simPRO contact us on sales@simpro.co.uk or 0800 622 6376.

*Research carried out by the Federation of Master Builders, published on 18 October 2018



It pays to be prepared if the worst does happen

Modern trends have seen a move towards premium panel, decorative and designer radiators

Things are changing in the world of radiators, maybe quite slowly, but the move away from standard steel panels to more aesthetically pleasing radiators is gathering pace. And that means better looking homes – both new build and refurbishment projects – and the opportunity for better profits for installers willing to take the time to try to entuse their customers with the wide range of options available today for sharing heat around the home.

Whilst it's undeniable that the most popular and best-selling radiators in the UK and Ireland are the compact-style steel panel radiators we all know and recognise, there is a definite trend towards 'trading up' and selecting premium panel radiators or decorative and designer options – depending on the use in the home or commercial property in question.

There's pretty much a radiator available for every application, be it a new build home, a refurbishment project or a special application that requires something specific to meet the application in mind. The old adage of 'it's eight rads and a boiler' that installers may once have said to customers (with the rads the least of their worries) has changed significantly in recent years. Perhaps this is because of the plethora of house refurbishment programmes on the huge number of TV channels we're blessed with – the likes of *Grand Designs* and *Location, Location, Location*. Never before have we been able to see inside other people's homes so easily – and not surprisingly, people like what they see and are influenced to mimic the designs they see and upgrade their own heating systems.

Increasingly, homeowners are wanting a say in the radiators they



What's hot in home heating

get and are looking for premium panel, decorative or designer radiators in some rooms. This definitely includes bathrooms and en-suites, and often designer radiators or vertical versions of premium panel radiators in the living room, the entrance hall, master bedroom and the kitchen, where visitors will see the radiators and hopefully be impressed by the style and choice of the homeowner!

In some cases, radiators are quite literally a focal point of a room – even more so now that coloured radiators are growing in popularity, allowing interior designers, architects and more design savvy homeowners to select



By Chris Harvey,
Head of
Marketing,
Stelrad
Radiators

radiators that match or contrast the other decoration in a room.

Many of Stelrad's radiators are available in up to 36 different colours with an eight-week lead time. It has also added a number of its radiator designs to the 'available from stock' list and the increase in orders for these has shown how important coloured radiators will become in the future.

Another modern trend is the huge increase in vertical radiator options. Clearly these have a smaller horizontal wall footprint and tend to make it easier to arrange décor in a room. But they also provide heating options where wall space is at a premium such as in hallways, corridors and smaller rooms.

Stelrad is going the extra mile to ensure that radiators continue to be an aesthetic choice as well as a common sense one, with a wide range of designs, an easy to install philosophy and the widest range of sizes to ensure that there is a radiator for pretty much every application that can be imagined. ■



To see the huge range of styles and options available from Stelrad, head for the Stelrad website at www.stelrad.com. You can call for brochures and information on 0844 543 6200 or email marketing@stelrad.com. Alternatively, you can also see regular updates from Stelrad on Twitter @Stelrad and Facebook @StelradRadiators.

We must work together on fuel poverty

Let's start with the facts: In Scotland, a quarter of households live in fuel poverty, rising to 43% in rural areas, while Northern Ireland has the UK's highest fuel poverty rate at 42% – also one of the highest in Europe.

Last winter, excess winter deaths in Scotland hit a 20-year high and an all-time high in Northern Ireland. This was partly due to the extreme cold, but also too many vulnerable people living in homes they can't afford to heat.

It's no coincidence that fuel poverty rates are higher in rural areas. Off-grid properties tend to be older and poorly insulated so are more difficult and expensive to heat and harder to treat in terms of carbon reduction.

Last year's Clean Growth Strategy reiterated a government commitment to bring as many fuel poor households as 'reasonably practical' up to a minimum

Band C energy efficiency rating by 2030. Great idea. Yet last month, the Committee on Fuel Poverty advised the estimated cost of delivering this objective in England alone to be £17.1bn. So far, there has been no indication where funding will come from.

Urgent action is needed to tackle the growing crisis. Policy to address fuel poverty does exist in the form of Northern Ireland's Affordable Warmth Scheme and Warmer Homes Scotland. But the issue isn't getting better – if anything it's getting worse.

Something is clearly wrong. Yet pointing a finger at failing policy is not a sufficient get-out clause. We all have a part to play in helping government identify and implement the most practical and cost-effective measures to put an end to the fuel poverty crisis.

Addressing this issue and the carbon reduction agenda together



By Paul Rose,
CEO, OFTEC



To find out more
about OFTEC's
work, please visit
www.oftec.org.uk

is a tough nut to crack. But tackling fuel poverty will have a positive impact on reducing emissions – surely a better use of public funds than rewarding the wealthy for installing renewable heating systems under schemes like the Renewable Heat Incentive?

OFTEC fully supports the UK decarbonisation agenda and will keep working closely with government to reduce carbon emissions from off-grid heating by developing a low-carbon liquid biofuel. However, this important agenda cannot be allowed to overshadow an arguably more urgent one, which is also putting considerable strain on an already overstretched health service.

It's time to take the blinkers off. We cannot carry on letting more people die because they live in cold homes. We all have a responsibility to work together to end this crisis. ■

A complete registration service for heating technicians



OFTEC competent person registration provides a range of benefits:

- Free technical support via phone, fax or email and regular updates
- Free listing on OFTEC's popular online 'find a technician' search facility
- Free marketing material to help you win more customers
- Low cost business insurance, discounted website design and fuel card service
- Discounts on equipment and publications from our OFTEC Direct shop.



Visit www.joinoftec.com or contact our registration team today:

T: 01473 626 298

E: registration@oftec.org

W: joinoftec.com

Bathroom showroom opens its doors in Ayr

William Wilson are pleased to announce the opening of their latest bathroom showroom on the Newton Trading Estate, McCalls Avenue, Ayr.

The 99m² showroom becomes the 15th bathroom showroom in the company's network in Scotland.

Featuring complete bathroom room set displays as well as bathroom and showering products from leading bathroom manufacturers in the UK and Europe, the new bathroom showroom in Ayr has been designed by Wilsons Showroom

Development Manager Lorraine Bend.

Lorraine commented: "I've sought to display a wide range of product in Ayr which is suitable for all budgets. It's well worth popping in to take a look!"

New Showroom Consultant Steven Robison added: "I'm really looking forward to welcoming customers, old and new, into our new showroom. I'm sure I'll be able to help customers choose the correct products for their new bathroom."

William Wilson
PLUMBING • HEATING • BATHROOM • SUPPLIES

A brand new look for Cistermiser's infrared urinal flushing control valve



The valve has a host of practical new features

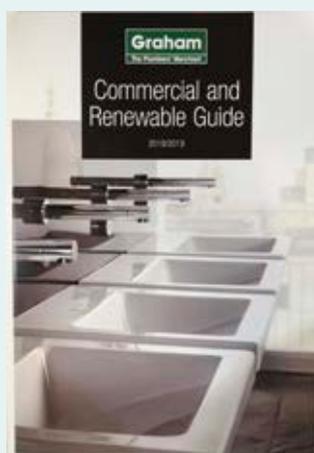
Graham launches an improved commercial guide

Graham Plumbers' Merchant has launched its new Commercial Product Guide, featuring more than 10,000 items from over 90 leading industry brands.

This year it includes two new product ranges – renewable technologies and ventilation – in addition to the company's commercial heating, plumbing and bathroom ranges.

The guide features new products including heat interface units, air curtains, radiant heaters, drainage solutions, renewable heating solutions and mechanical ventilation and heat recovery (MVHR).

Every product is categorised and colour-coded to its most relevant



sector. Areas covered include healthcare, office and retail, hotel and leisure, education, security and sports and fitness.

The new brochure is now available in Graham branches and on the Graham Plumbers' Merchant website.

To view the new Commercial Product Guide online, please visit www.grahamplumbersmerchant.co.uk/tools/online-literature/

Cistermiser have updated their market-leading IRC[®] infrared urinal cistern-flushing control valve, with improved aesthetics and an array of practical new design features.

Incorporating the same proven and robust brass valve, the new design features include a stylish and compact body shape, an 'economy' mode option for even greater water savings, a new-style mounting bracket for recessed installations and an improved design which allows even easier battery replacement via the front fascia.

Battery or mains-powered, the IRC[®] can use batteries as back-up power to mains supply if required. The sensor can be pipe, wall or ceiling mounted, or

surface-mounted or recessed to conceal the unit and reduce the risk of vandalism.

WRAS approved, the IRC[®] reduces water consumption by over 80% and is ready to install straight out of the box. In 'normal' mode, the unit operates with a 30-minute cycle which means the cistern will flush a maximum of two times per hour. In 'economy' mode, an additional delay of 15 minutes is provided before the 'normal' mode operating cycle is activated, to save even more water.

Cistermiser
Keraflo
OUR WORLD IS WATER

Find out more about Cistermiser products at ourworldiswater.co.uk or call 0118 969 1611.

Keep your bank account topped up

The phrase “cash is king” is well known in business circles. That’s mainly because running out of money means the complete end of your business and is to be avoided at all costs. Here are some thoughts on how to avoid that fate.

GET IT IN QUICK AND NEVER PAY OUT EARLY

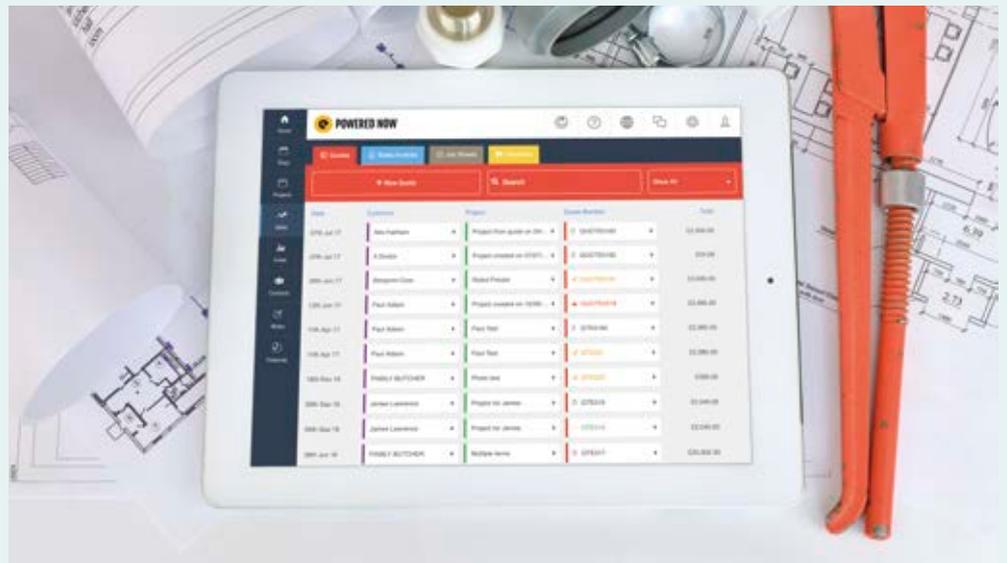
Here are the obvious key tips to keep the bank account topped up:

- Don’t undercharge for your services.
- When purchasing materials for a specific job, make sure that you take a deposit.
- Guy Hands, Screwfix regional tradesman of the year has this advice: “On longer jobs, I ask clients to pay in instalments, with payments at the end of each week.”
- Invoice as soon as the job has finished and always chase (gently) as soon as it’s overdue.
- Have a business credit card but make sure the balance isn’t rising.
- Only pay your bills when they become due.
- Get credit from your builders’ merchant.
- Ask customers to pay by online bank transfers (best), cash or payment card. These don’t bounce.

WATCH OUT WHEN YOU’RE DOING WELL

Probably the single most infuriating way to run out of cash is “over-trading”. This is where a growing and profitable business goes bust because it is doing too well!

That may seem strange but think about the following example: Materials are bought on 30-day terms while staff are paid monthly.



Many difficult things can happen in a business, and just about the worst is running out of cash. **Benjamin Dyer** of Powered Now looks at how to ensure your bank balance remains healthy

Jobs typically take a month and are charged on 30-day terms too.

The company needs £15k materials to do a job, and has a staff bill of £10k a month. After one month the company completes the job and has paid out £25k, but they then have to wait a month to be paid. So they need £25k finance.

If sales now double and they take on new staff to do the work, £50k of finance is needed. If they don’t have it, they go bust.

THE MONEY CYCLE

Remember that things go in cycles. Depending on your speciality, there may be peak times of the year. Obviously, holidays are times when cash flow is low. There are always things like van and tool replacements, never mind the dreaded quarterly VAT payment.

This is why every business should draw up at least a crude

ABOVE: Powered Now can help you plan properly for better cash flow

cash flow forecast which can be done on a simple spreadsheet. If you can’t do this ask an accountant or maybe your partner to help. As Matthew Stevenson of fast growing The Landscape Company puts it: “It’s worth having a good accountant.”

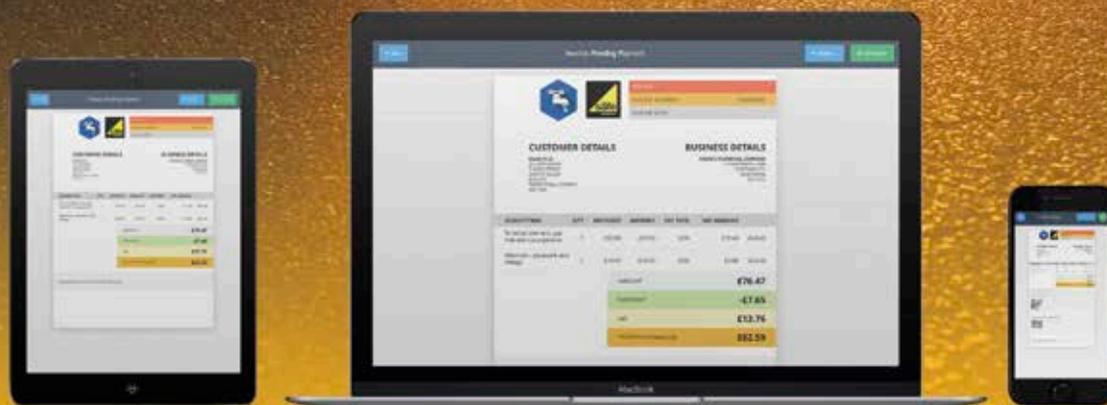
DON’T GO DOWN

People can go out of business when they have an unexpected cash flow crisis. That’s because it’s too late to fix the problem. That’s why you need to head off the crisis before it hits. So, think hard, tread carefully and all of the best! ■



Benjamin Dyer is CEO and co-founder of Powered Now. Powered Now’s mobile app aims to take the pain out of paperwork for plumbing and heating engineers and other small trade companies. www.powerednow.com

GET YOUR EVENINGS BACK



QUOTE, INVOICE, SCHEDULE TRACK & CHAT ON THE GO

ANYWHERE ON ANY DEVICE

ALL YOUR FINANCES IN ONE PLACE

The Invoice
Estimating & Scheduling
Software For Small Businesses

www.powerednow.com

TELEPHONE 02382 120 195



POWERED NOW

Over the summer, the British Standards Institute (BSI) released its latest codes of practice for BS 5385-1 which included a change in regulations for tiling in wet areas.

Under the revision, which is highlighted in clause 6.1.1.3, all substrates should now be waterproofed before tiling, even in domestic locations. It states: "In wet areas... substrates should be protected with a suitable proprietary tanking membrane system."

The range of Kinedo cubicles from Saniflo is unaffected by the new regulation because of the integrated glass panels that form a leak-free showering interior.

The clever assembly of the internal glass panels, over the upstands of the Kinedo shower tray ensures the unit is waterproof without the need to tile, grout or use silicone or a tanking system. Locating systems for the glass panels further ensure water is routed to the inside edge of the tray and towards the waste outlet.

As a result of these new regulations, the installation of a Kinedo cubicle will save customers even more time and money.

For customers that are affected by BS 5385-1 the definition of 'wet area' includes bathrooms, wet rooms, shower spaces, steam rooms and any other location subject to frequent water contact.

Substrates include plasterboard, plaster and backer boards which are often moisture sensitive. These areas are generally tiled; however tiles are not enough to stop the penetration of water, particularly given that adhesive and grouts are porous, enabling moisture to pass through.

Over time, water can be absorbed via the grout joints and adhesive bed surfaces, potentially damaging the underlying substrate and causing damp and mould issues which can be unsightly, unhealthy and costly to fix.

The change is designed to improve standards for customers, which is great news. There is clearly a cost implication though – increased labour and material



A watertight solution

Thanks to its clever leak-free design, the new Kinedo cubicle from Saniflo is unaffected by the new BSI tanking regulations

costs plus, undoubtedly, an impact on installation time. Longer term, the installation of tanking will minimise call outs for leaks. This is good news according to Colin Bland, Northern Regional Sales Manager at Saniflo.

He said: "I am sure all enclosure manufacturers will welcome the additional regulation to improve the waterproofing of shower areas. Sometimes it is the enclosure that gets the bad press when it is actually the lack of a membrane that causes water damage. We certainly welcome the changes for our enclosure clients.

"Our cubicle customers should be aware of the new regulations

but they won't need to change their methods of installation because of the unique design of the Kinedo cubicle."

Installers must appraise themselves of the new British Standard, which is already advocated for commercial wet areas. The consequences could be costly if the standard is not followed as installers will potentially be liable for repairs; and not just for the tiled wet area, but in adjoining rooms that are affected by the damp emanating from the shower. ■

Find out more about the Kinedo cubicle at www.kinedo.co.uk

SANIFLO®

SANIFLO. PERFECT ON EVERY LEVEL.



SANIFLOOR® 1&2

Dual action pump and shower wastes designed for wet rooms with tiled or vinyl flooring



SANIFLOOR® 3

Dual action pump and shower waste designed for low level trays



TRAYMATIC® EXTERIOR

Low level shower tray equipped with an external wastewater pump



SANISHOWER® FLAT

Waste water pump with shower gully and waste



SANISHOWER® +

Waste water pump for traditional shower trays



Whatever the height, there's a Saniflo solution for your shower.

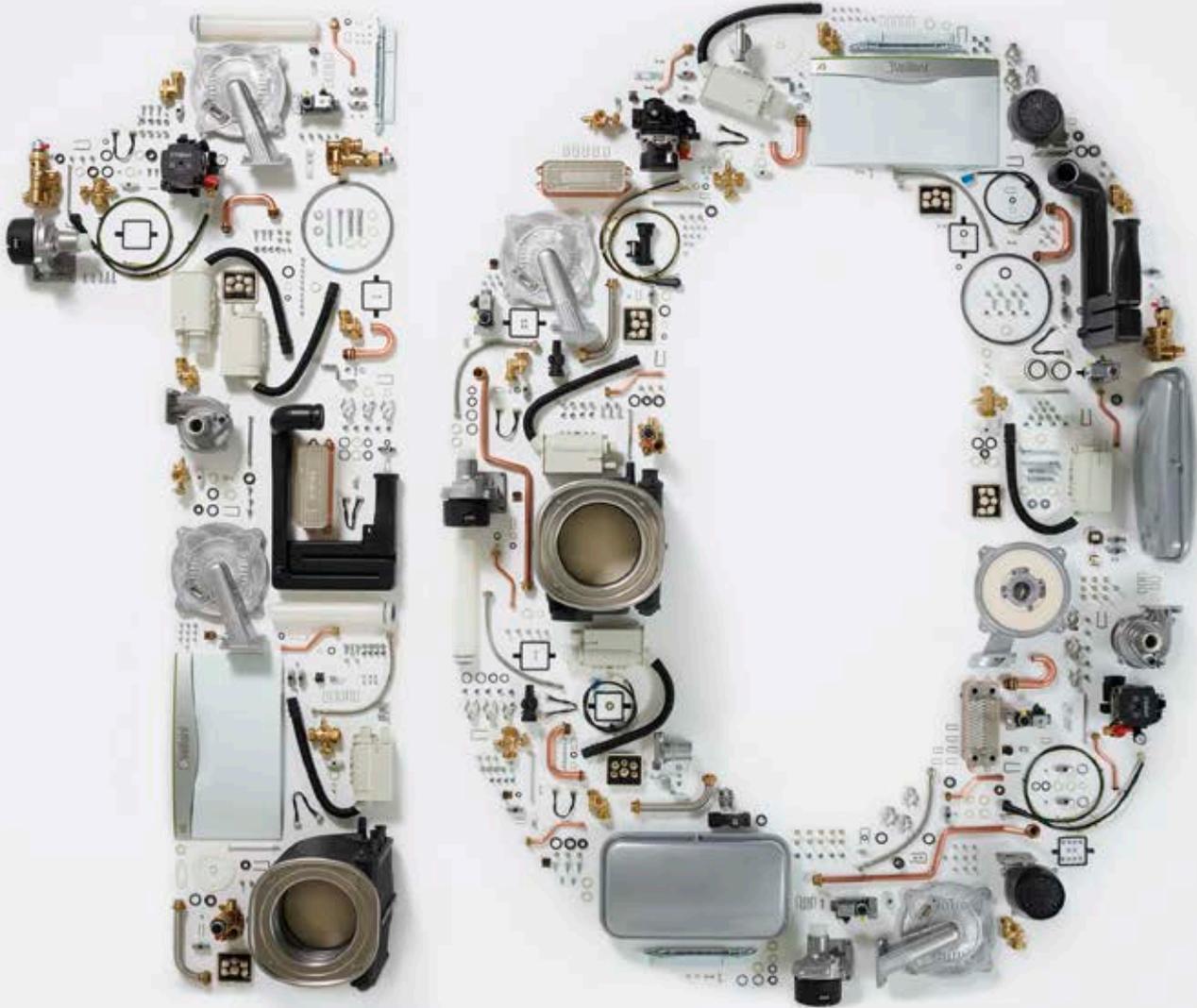


Anything's possible. Visit saniflo.co.uk to see how.

SANIFLO®

PLUMBING THE POSSIBILITIES

Turn your guarantee up to



Advance your business.

Get a 10-year guarantee on the ecoTEC exclusive with Green iQ and ecoTEC plus with the new Boiler Protection Kit when registered on the Advance scheme.

Become a Vaillant Advance member today, and start boosting your business with:

- Cashback and credits on qualifying product registrations
- Extended guarantees exclusive to Advance members
- Free product training at our nationwide Centres of Excellence
- Access to product and legislation news
- VIP trips and events

Sign up to Vaillant Advance at Vaillant-advance.co.uk



vaillant.co.uk @vaillantuk

■ Heating ■ Hot water ■ Renewables

 **Vaillant** Comfort for your home