



Asbestos Specialists for the Housing Sector





Homeworks is the specialist housing division of Rhodar, a leading UK provider of Asbestos Removal, Passive Fire Protection, Demolition and Land Remediation services.

An introduction from John Fitzgerald Head of Rhodar Homeworks Division

“Rhodar Homeworks was established to meet the unique requirements of domestic asbestos abatement. With vast experience and extensive resources, we service the asbestos requirements of domestic insurance and claims management, housing associations, local authorities and MoD housing stock – making us experts in the field.

I’m immensely proud of the way Rhodar Homeworks has evolved over the years to support this specialist area, streamlining our service to align with the needs of the insurance sector.

As a team, we’re acutely aware that as we operate in the highly legislated asbestos field, in close contact with **your customers**, our work reflects **your company** and impacts **your reputation**. You can rest assured that we

understand the sensitive nature of working in domestic settings – and our team are trained and qualified to engage with everyone, including the vulnerable, elderly, and infirm.

We’ve tailored our service to your unique requirements – and our customer satisfaction and leading **NPS rolling average of 65 (with a score of 95 in September 2022*)** are testament to the fact that we’re getting it right.”

*Source: RSA Assessment

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Asbestos removal expertise for domestic settings

Offering a complete package, our clients employ us to deliver their asbestos abatement requirements, covering **asbestos sampling, scoping, planned asbestos works** and responding to **emergency callouts**. Our service ensures properties are returned safe and ready for refurbishment or re-occupation.

- Full UK coverage and nationwide resources
- Dedicated customer service centre support
- KPI-led service levels and class-leading MI software
- 24/7, 365 days a year service

Health & Safety

As a leading UK asbestos removal company, we apply the same stringent procedures to our domestic projects – licensed or non-licensed – as we do to our larger asbestos removal contracts. This ensures that domestic customers enjoy the best levels of service with higher standards of safety.



Services tailored to your unique requirements

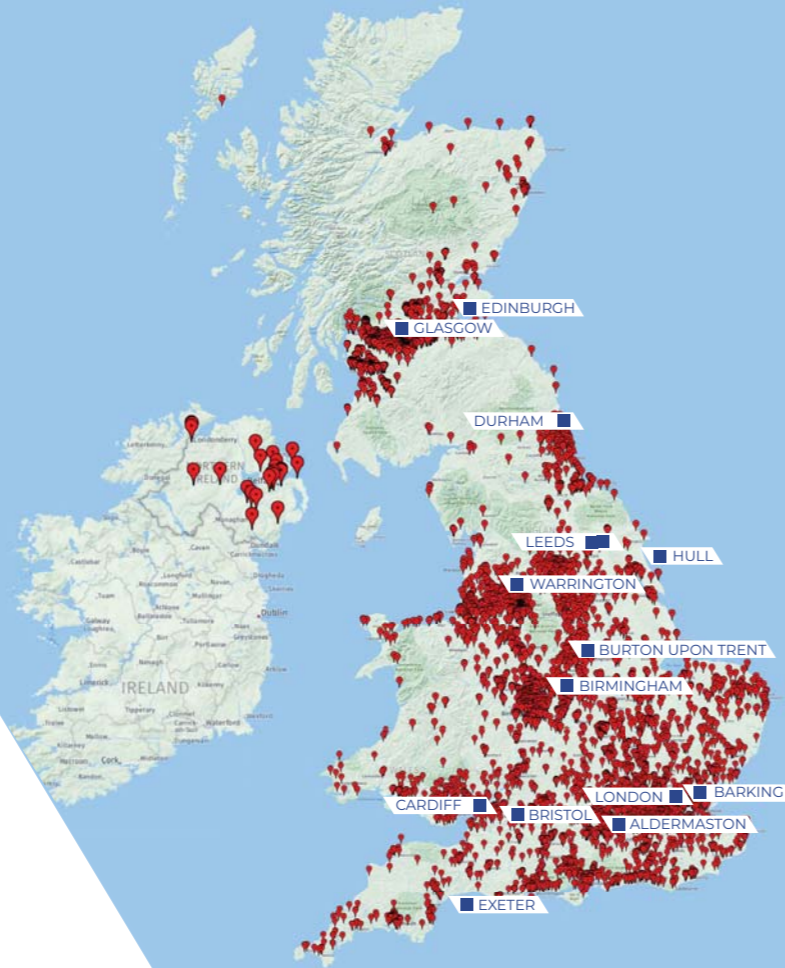
Established to meet the specific requirements of domestic asbestos abatement, Rhodar Homeworks' dedicated team works closely with:

- **Insurance Providers / Claims Managers**
We are a framework provider for RSA, Aviva and Direct Line
- **Local Authorities / ALMOs**
Including Stockport Homes, Leeds City Council, East Ayrshire Council and YourHomes
- **Housing Associations**
Including Fairhive Homes and Together Housing Group
- **Ministry of Defence (FDIS housing stock)**



Specialist services with nationwide reach

With decades of experience within this specialised field, the Rhodar Homeworks team handles in excess of 10,000 individual asbestos projects per year. This map shows the locations of our regional infrastructure and office hubs – as well as the concentration of work we've completed over the last 12 months.



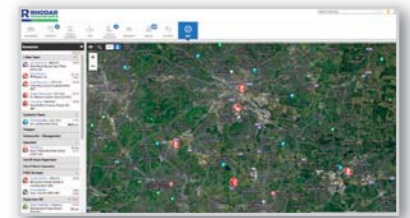
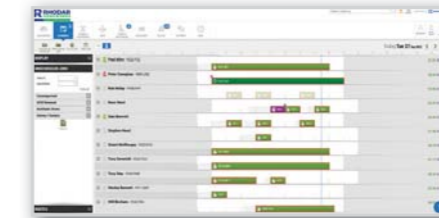
Class-leading & cost-saving MI systems

Our dedicated customer service centre utilises bespoke systems and software, facilitating an efficient claim-time journey. Dedicated management systems enable us to track and manage the high volume of project activities and produce precise management information. We use a bespoke version of BigChange – the state-of-the-art, award-winning and paperless management information platform. This system incorporates:

- Job scheduling
- Job tracking
- Field resource management
- Business intelligence



BigChange enables us to deliver the best possible service coupled with cost efficiencies. It also drives the success of our environmental targets through the efficient management and planning of our National resource footprint. This ultimately benefits our insurance sector clients by helping them to meet their own sustainability goals.



Enhancing the customer journey

The Rhodar Homeworks team comprises specialist engineers and dedicated customer service/claim management staff. Whether we're on site or office-based, you can trust us and our highly trained team to handle all scenarios within the domestic setting, including interacting with vulnerable people.

We understand that the word 'asbestos' can be alarming for policyholders. Clear communication is key to giving your customers peace of mind.

We will always:

- Pre-book all appointments (complete with email and text reminders)
- Explain the steps involved in advance
- Provide a leaflet outlining what to expect throughout the process

Our DBS-checked and safeguarding-trained engineers arrive at the property:

- In Rhodar Homeworks branded vehicles
- Wearing branded uniform
- Carrying full ID



Independently assessed as 'excellent'

The effectiveness of our site teams and customer service centre is reflected in our industry-leading and field-proven NPS rolling average score of **65** – classing us as 'excellent', and a score of **95** in September 2022.* Feedback from promoters in the NPS process includes:

"Follow up calls throughout the process were greatly appreciated."

"The office team should be commended for their rapid handling of queries."

"They were on time, worked efficiently and left the house very clean."

"Very personable, explained the process well."

*Source: RSA Assessment

Rhodar: The wider offering

Established in 1976 and employing over 500 staff, Rhodar's wider service portfolio encompasses a full enabling works package. This comprises asbestos removal, demolition, and land remediation as well as passive fire protection – a service whose relevance is magnified in light of the new Building Safety Bill and Fire Safety Act.



Asbestos Removal

Demolition

Land Remediation

Passive Fire Protection

Committed to the environment, sustainability & social value

Everything we do forms part of our sustainable, environmental and social value culture. We have a range of initiatives in place, including a commitment to ensuring all company cars will be hybrid / electric vehicles by 2025.



Employee Ownership Trust

Our Employee Ownership Trust (60% EOT) means that our employees have a tangible stake in the business. This further strengthens our team working ethos, with all employees benefitting from the continued success of the company.

Accreditations

Our extensive qualifications, accreditations and memberships demonstrate our high levels of competency and provide the peace of mind that you're partnering with specialists you can trust.





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