

NEWSLETTER

APRIL 2012

REINFORCEMENTS HAVE ARRIVED

Dryfix world keeps on growing



An exciting start to the forth coming month of May. Since Christmas 2012 our services have been in high demand in both the surveying department and with the repair teams, which can only be good news. This has nonetheless kept our admin staff extremely busy keeping up to date with reports, organising work and survey diaries, managing stock and most importantly keeping our clients happy.

In January 2012 Gillian Wilkinson joined the Dryfix Team as a typist, transcribing our surveyors dictations into beautifully edited reports. Since our services have increased Gillian's role has grown too and in May Gillian will officially join the Admin Team working in the office. Gillian's new role will be managing the office taking telephone calls, managing emails, booking in surveys and other general office duties as well as keeping her main role as typist.

Gillian will be in the office Monday - Friday and her new position will only add strength to our business improving our customer service, organisation and response times. We are delighted to have Gillian join us in the office and look forward to watching our business and services improve daily.

A little bit about Gillian.

Gillian moved to North Yorkshire last year with husband and two rescue dogs Jess and Alfie from Bradford. Gillian and her husband have spent the last two years renovating their house, which was derelict when they bought it and had not been lived in for six years. With a little bit of creativity, positive thinking and allot of effort, the house has been beautifully transformed and the renovation is almost complete. Most of Gillian's spare time when she's not managing the office is spent either decorating the house or gardening which is her next big project this year. Gill learned to play golf a couple of years ago and is looking forward to picking up her clubs again this year when the house and garden renovation is complete. Gillian also loves to read, which is helpful as we through plenty of building reports her way, although I'm sure given the option she would rather read something else.

Gillian's professional background is in insurance. Gillian worked as a claims team manager for Norwich Union in household claims, so she knows allot about property repairs! Were hoping Gillian's background in insurance will help improve our services within the insurance sector as the company moves forward and is looking to achieve accreditation from the British Damage Management Association (BDMA) in the next few months.

Gillian and her husband also owned and run their own post office for seven years until they sold it and moved to York last year.

Were Happy to have you on board Gillian.

Many Thanks
Russell Rafton - Dryfix Preservation Ltd - Managing Director

