

Bastows SPIRIT

Autumn edition



what's been happening...

Welcome to the Autumn edition of **Bastows SPIRIT**, our new newsletter to share info and updates on what's been happening in our world.

The biggest news this Summer was our rebrand; not just a new logo and website, but a change of image to reflect our internal values and ideas and take Bastows into the future. We hope that you're enjoying the great opportunities this has given us to communicate our values and intent to those we meet.

We also reached a momentous point in our relationship with key client Grosvenor Estates, when we marked the anniversary of the start of work on our very first project on Eaton Square, SW1. In the three years that have passed, we have built great relationships with both Grosvenor and their residents, and have maintained a positive, respected and trusted presence on 'The Square' - perhaps London's most famous residential square (after a certain one in Walford, of course!)

We also featured in Construction Industry News, with a piece reflecting our unique Family ethos and way of working, and how this has helped us attain a Considerate Constructors' Scheme National award for operating one of the UK's Most Considerate Sites, as well as Gold Standard awards. The guys at CIN loved our approach and we're confident we'll be in touch again in the near future.

Inside, you'll find more news on what else we've been up to - and an invitation to get involved with some great projects

It just remains to thank you all for your support, dedication and hard work this Summer - you really have Made London Beautiful in every way..

Summer Picnic 2010



One Saturday in late July, we met in beautiful Bushy Park near Hampton Court for a Family picnic. We were blessed with great weather, excellent company, and some seriously impressive volleyball skills...



Thanks to everyone who joined us for the day - and here's to next year!



See video from the day on our YouTube channel at

www.youtube.com/user/bastowsfamily

STOP PRESS! Since our rebrand in May this year, we've had attention from the construction industry media, including key publications such as Construction Industry News and Buildingtalk.com

Bastows on Buildingtalk.com, July 2010

Bastows rebrand ahead of continued business growth

Property restoration specialist Bastows has undergone a rebrand in preparation for continued growth and further development of the business.

Bastows' new brand underlines its long term commitment to 'Making London Beautiful' through its extensive work on some of the Capital's landmark residential properties. The Bastows logo has been created to reflect the values of the business.

Black represents careful planning at every stage of a project.

Blue stands for how Bastows delivers something more than just a completed project; it offers peace of mind.

Red illustrates the love Bastows has for its work, taking pride in its skills, people and projects.

Frank Bastow, Managing Director said: "Bastows is a family business that recognises that we are working in and around residents' homes, and so we have a deeply held respect for their privacy and security".

"Our years of experience of dealing with resident tenants have made us aware of many of the less obvious aspects of working on occupied premises. We do all we can to take care of the needs and wellbeing of residents whilst works are underway".

Bastows has been recognised as Gold Award Winners and winner of an award for one of the Top 5 Most Considerate UK Sites, in the Considerate Constructors' Scheme Awards 2010.

Bastows featured in Construction Industry News, September 2010

A Family ethos extended beyond the workforce

Words Dan Stephens

Bastows, the property restoration and redecoration specialist based in London, is celebrating more Considerate Constructors Awards as it continues to lead the way in the capital city. Awarded for projects at Ebury Bridge Road and Eaton Square, Bastows again exhibited high quality work, a considered approach to the environment, and the care and attention towards residents for which the company has become known.

Niki Rosenbaum, Bastows' Chief Cultural Officer, plays a crucial part in the company's ongoing success. She runs the human resources department and promotes the family orientated ethos of the business throughout its staff and beyond to the clients, residents and communities Bastows works with. The company was established as a family run firm and this has continued with Frank Bastow, the Grandson of the company's founder, currently Managing Director. The firm bases its work around a sound consideration for the buildings it works on and the residents that live and work there. This is coupled with a strong environment policy that incorporates energy reduction and waste recycling with community events, workshops and the planting of trees to offset site waste that cannot be recycled or re-used.

This ethos comes from the inherent close-knit unity of the Bastows team which is referred to as the Bastows family. "The main thing about our family approach is that we reflect that outside of the family as well. We do treat everyone we deal with as family, whether they are a resident or a supplier or a contractor. Then we extend this by getting our values out to the community."

Part of this family approach is seen in the way Bastows interact with the residents of the buildings they work on. Often, work can be intrusive but Bastows minimise this through open and honest

communication with residents that keeps them informed and up to date. "It's really important to bring an awareness and a respect for their wellbeing. We take some extra time with them and give them a point of contact. Residents can phone in any day they want and speak to the MD - before a project commences, they are given details of Site Managers and staff at head office for any questions they might have. Our staff are always approachable and helpful on site. We encourage openness and trust."

"We love what we do," says Niki. "We love the difference we make to homes, and we do have a great respect for the history of the buildings and we work to restore the lasting value in them."

It is this awareness of the prestigious nature of the buildings the company works on - some that have stood for hundreds of years - that marks Bastows out as a key provider of refurbishment and redecoration services. Years of experience and ongoing training and development has solidified the Bastows family as a dedicated, highly skilled team.

"You can only lead the field for so long before everyone else catches up," explains Niki. "We never accept that we've done just enough, we always look at ways to do things better. We love to create peace of mind for lasting value, and that drives us forward."

With more prestigious projects at Eaton Square upcoming as well as elsewhere, and significant investment having already been made in the company's systems and its people, Bastows is well placed to emerge from the economic downturn stronger than ever before.

Management stuff

New appointments to the Board of Directors

We are pleased to share the news with the Family that Nancy Baker and Niki Rosenbaum have been appointed to the Board of Directors of Bastows, effective immediately.

This is in recognition of their continuous commitment to the Bastows Family and their constant endeavours beyond normal working practices to grow our business and guide us into the future. This also helps us in our ongoing succession strategy.



Nancy will take up the role of Finance Director, while Niki becomes Cultural Director.

We wish them well, and are confident that they will help us continue to grow, develop and build for the future.



Tom Fanning announces retirement

It's with a mixture of sadness and love that we share the news of the retirement of Site Manager extraordinaire, marathon runner, and-

as Frank says- "the best painter and decorators in the UK" - Mr TOM FANNING.

Tom has been part of the Bastows Family for many years, has completed some amazing projects and achieved so much. Every one of us has benefited from Tom's expertise, experience and sense of pride in doing a great job, and his values and guidance have been key to developing our ethos.

His humour, skill, motivational character and love for his work and our team have been immensely valued, and he will be missed. We wish him all the love in the World, and send him onto the next stage in his adventure with our very best wishes...

... and still hope to see him back again one day!



What's coming up in the next few weeks?

Shift your thinking!

Frank has been running some coaching meetings on site at 2 Elizabeth Street to share some great audio material from the World's leading business coaches, plus lead a Q&A afterwards. So far the sessions have been very successful, and so we'd like to extend the invitation to everyone who'd like to attend.

These sessions promise to support us all with both business and life skills and are lively, fun and informative events that give us all a chance to consider not just how we work as a business, but our own roles within it, and how our social and family lives can also benefit from some techniques and ideas that can really shift our thinking.

If you'd like to be at the next session, just email niki@bastows.co.uk and we'll give you all the details.

Investors in People

We are proud to announce that we are to be assessed for this prestigious award that recognises our continuous efforts to develop ourselves and our business through training and on-site learning, systems design and implementation and sharing success. Jim Illingworth, our assessor, will be on site at Elizabeth Street on 13 October and at Leatherhead on 20 October to speak to some of us about how the Bastows Family has developed and invested in people and systems for the future.

If you have any questions, email niki@bastows.co.uk for more information.

Health & Wellbeing programme

Our independent health and wellbeing partner, Steve McGrane, will be on site at Elizabeth Street on 13 October. He will be available throughout the day to catch up with those who'd like to, as well as do some brief follow up work with a few of us.

Steve can always be contacted - in confidence if you wish - via wellbeing@btinternet.com if you need any advice or information.

Bastows & the community



Leatherhead Youth Project

of all ages across the capital, and are making an enormous difference in restoring areas of the Thames foreshore for safe public use, and making the river the cleanest it's been in decades.

We're hoping to get involved with their efforts to Make London Beautiful in Spring 2011, and hope you'll join us for fun and worthwhile afternoons seeing London in a very different way and making a difference. Watch this space!

If you know of a project that we could support, whether it's volunteering on an environmental cleanup, supporting a sponsored event or lending our time and know-how to solve a problem, let us know. Just email niki@bastows.co.uk.

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We're currently speaking to Thames21, who mobilise communities to take action on London's waterways.

They run clean-ups and discovery events for people

inspirational SPIRIT

Author Maya Angelou was interviewed by Oprah Winfrey on her 70th birthday. Oprah asked her what she thought of growing older.

Maya Angelou said this:

'I've learned that no matter what happens, or how bad it seems today, life does go on, and it will be better tomorrow.'

'I've learned that you can tell a lot about a person by the way he/she handles these three things: a rainy day, lost luggage, and tangled Christmas tree lights.'

'I've learned that making a 'living' is not the same thing as making a life.'

'I've learned that life sometimes gives you a second chance.'

'I've learned that you shouldn't go through life with a catcher's mitt on both hands; you need to be able to throw some things back...'

'I've learned that whenever I decide something with an open heart, I usually make the right decision.'

'I've learned that even when I have pains, I don't have to be one.'

'I've learned that I still have a lot to learn..'

'I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.'



SPIRIT
is our voice
is coming to you again soon!



You Tube

