

## Reference Form

To enable your referees to complete this reference form you will need to select the work categories you would like to be registered for. For each of the work categories you choose, two references will be required. To view a list of the work categories and to download more reference forms please visit our supplier zone at [www.constructionline.co.uk](http://www.constructionline.co.uk)

Hints and tips on how to complete this form can be found overleaf.

Supplier Name:	Constructionline registration number
G M Decorating Ltd	38931

Performance rating – Please rate supplier's performance using a scale of 1 – 10 in the grid below

Totally dissatisfied		Mostly dissatisfied		Neither satisfied nor dissatisfied		Mostly satisfied		Totally satisfied	
1	2	3	4	5	6	7	8	<u>9</u>	10

Category of work <small>Please refer to the Constructionline work category list by visiting <a href="http://www.constructionline.co.uk">www.constructionline.co.uk</a> then pick your selected category titles as per the example below.</small>	Value <small>For contractors This is the Contract value and for consultants this is the fee value</small>	Date contract was completed	Overall quality of product or commission	Overall quality of service	Defects at the time of delivery or completion	Completion of contract to agreed cost	Contract completed to agreed time	Safety
Working In Occupied Premises – Kitchen & Bathroom Replacements	£2.0 million	March 2015	8	8	9	8	8	9
Working in Unoccupied Premises –	£500k	March 2014	9	8	9	8	8	9

Other Comments (please use a separate sheet if necessary)

GM Decorating consistently deliver high quality, good performance and competitive prices on projects for LBBD. Good relationships are created through their non-adversarial approach to management and stakeholder liaison, whilst also proactively inputting ideas for improvements.

Will you consider this supplier for future contracts? (Please mark with an 'X')

Yes  No

Constructionline may need to contact you briefly to verify the information above so please ensure you provide either a telephone number or email address in the box below.

Reference completed by:	
Your name: Robert Wood	Organisation: London Borough of Barking & Dagenham
Position in organisation: Head of Repairs & Maintenance	
Signature: 	Email address: <a href="mailto:Robert.wood@lbbd.gov.uk">Robert.wood@lbbd.gov.uk</a>
Phone number: 020 8724 8831	Date: 27 July 2015

Please return this form to: Constructionline, PO Box 6441, Basingstoke, Hampshire, RG21 7FN.  
Fax: 0844 892 0315, Email: [constructionline@capita.co.uk](mailto:constructionline@capita.co.uk)

## Hints and Tips

on KPI Feedback/References

## Why are references important?

When looking for a new supplier a buyer will often look at your company's references so they can verify your credentials. Also, Constructionline will use the value of work from a reference when carrying out the financial assessment of your profile (category value). Therefore it is recommended that the reference is for a high value contract completed in the last three years.

## A buyer selecting a supplier will often take up references. This gives them:

- Re-assurance that your previous customers would use you again.
- Peace of mind that you are competent in the areas that you wish to work.
- Confidence that you are able to cope with the value of contract.

## For new applications, we suggest:

We say start small. Select just one category to begin with, and then you'll need two references to get up and running. Visit [www.constructionline.co.uk](http://www.constructionline.co.uk), go to the resources section in our 'Supplier Zone' where you can download more reference forms and view the list of work categories. Please remember you can add further work categories at a later date.

- Don't forget to review your work categories on a regular basis.
- There may be other categories you can register for at no additional cost.
- You need to send two reference forms for each work category you select.

## We recommend that you collect KPI Feedback/References on a regular basis:

The more feedback left against your record, the more confidence a buyer is likely to have in selecting you. Buyers like to see references for recent work, so it's worth getting into the habit of requesting a reference each time you complete a contract.

- References are easier to obtain shortly after a contract has been completed rather than months or years down the line.
- References can help you add more work categories against your Constructionline record – helping increase your chances of winning more work as you will appear in more buyer searches.
- You may be able to increase your category level with higher value references and strong accounts.

## Get into the habit

Obtaining references is simple – just give our one-page reference form to your client/site manager at the end of each job, or email it to the buyer.

## We're here to help

Should you require advice, please call our dedicated supplier helpline on 0844 892 0313. Lines are open 8.30am to 5.00pm Monday to Thursday and until 4.30pm on a Friday.

## Want to know more?

### Getting in touch

**Call** 0844 892 0313  
**Email** [constructionline@capita.co.uk](mailto:constructionline@capita.co.uk)  
**Visit** [www.constructionline.co.uk](http://www.constructionline.co.uk)

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