



HOUSEBUILDER AWARDS 2023 WMS UNDERFLOOR HEATING ENTRY

Subcontractor/Services Provider of the Year



TRUSTED WARMTH

Taking a collaborative approach to a low-carbon future

As the industry navigates the most significant legislative revisions the UK housing market has ever seen – the introduction of the low water temperature update to the Building Regulations and Part L – it's never been more critical for new build heating systems to work harmoniously to maximise efficiency.

WMS has 20 years of experience designing, supplying and installing low-temperature heating systems and more than a decade of working with ASHPs. Committed to supporting the industry, we furthered our consultative approach to ensure our specialist guidance is even more accessible through an accredited CPD: 'Future of Heating – Low-Temperature Systems and Part L Updates'. We've delivered 98 sessions to 624 attendees, including a third of the UK's housebuilders.

We take a holistic approach to the entire heating system to ensure a smooth transition for every project. We're the only UFH company which calculates all heat losses or required heat loads using the 'first principles' method, and our designs are calculated from the building's specific SAP figures to ensure efficiency. We also collaborate with the UK's leading ASHP providers at the critical design stage.

Recently we designed, supplied and installed the UFH system throughout the ground floor of Bellway's latest carbon reduction research project, The Future Home @ The University

of Salford. Our system is paired with an ASHP to create the ultimate zero-carbon emissions heating system. The project team is now monitoring how these low-carbon heating technologies work in combination with building fabric, efficient services and renewable energy generation in a wide range of weather conditions simulated inside the Energy House 2.0 chamber.

Through a philosophy summarised in the term 'trusted warmth', WMS is unique in its approach to reducing environmental impact as a fundamental part of our business strategy and operating methods, such as utilising innovative software technology during installation programmes and introducing EVs into our fleet. During 2022/23, our large on-site warehouse sent out over 4 million metres of superior-quality pipe.

We constantly review and invest in ways to improve installation technologies and materials, such as the five-layer PERT (polyethylene of raised temperature resistance) pipe we use for every installation. It has a 75-year warranty and can be melted and recycled 2-3 times, meaning a single production can last more than 150 years! Our latest study revealed that UFH systems have very low embedded carbon compared to radiators, and switching to underfloor heating has 93% less embedded carbon. Read more about carbon impact [here](#) and our environmental sustainability [here](#).

All WMS design work is carried out to relevant standards (in particular BS EN1264) and follows CIBSE guidelines. Our Quality Policy can be found [here](#).

Our focus is to be the 'contractor with the best reputation', proven through our 2022/23 FY Net Promoter Score (NPS) of 68%, which falls within the 'excellent' grouping and just 8% off 'world class' – our target for 2023/24. We hold silver membership with Constructionline, our installers are 100% qualified, and WMS sits as an integral part of the BEAMA UFH Group.

WMS' health and safety compliance audit is confirmed at 99%. Read more about our accreditations [here](#).

The heartbeat of WMS is always in people, whether it's our customers or employees. Our annual training budget increased by 59% as we believe investing in our team, their knowledge and experience is key to meeting the objectives of our business and, subsequently, our customer's business.

Video Links

Please click [here](#) to visit WMS' YouTube channel, including our [company video](#) and a [review of 2022 projects](#).



WMS' superior quality five-layer PERT (polyethylene of raised temperature resistance) UFH pipe.



WMS AmbiTak System installation.



The most common method of incorporating WMS UFH into a new build home is to include the pipework within the floor screed.

Customer Testimonials

Full testimonials can be found [here](#).



"Redrow have been very happy with the service that WMS has provided to date. It has been an easy and pleasant transaction."



"We have worked with WMS for 10 years. WMS have always provided us with an exemplary service, from the design process right through to their customer service."



"The WMS Team were appointed to install the underfloor heating systems to the apartments and townhouses on the Chelsea Barracks Project. Their Underfloor Heating System design was coordinated and installed in an extremely capable and professional manner. WMS provide an excellent service, with a dedicated team who are self-sufficient, and work extremely well with their interfacing trades, in a collaborative and well-coordinated effort. Their 'self-delivery' model works extremely well in a complex project environment and were always available to support the project needs at every stage of the journey."

As with every project there is always a need to provide adaptable and flexible solutions to meet the delivery requirements and design specifications, WMS always delivered and were extremely supportive throughout."

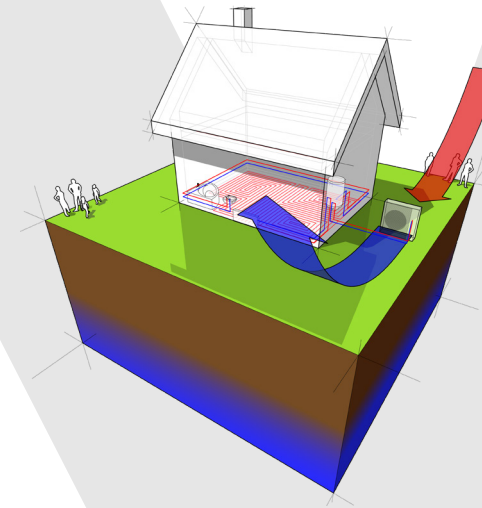


"We've found WMS to be very helpful and knowledgeable, with a great technical understanding of their systems and the completion of their works have been to a very high standard. They will be providing our Orbit Group Sales and Customer Care Teams with training to understand how to use the system correctly and to its full potential, which will be extremely useful when dealing with Customer queries."



"Having only recently established an excellent partnership with WMS on our prestigious development. No1 Millbrook Park in Mill Hill offering 149 new homes, and we plan to develop the relationship further on forthcoming projects. Their standard of workmanship has been to a very high standard, and they have demonstrated their ability to work efficiently to a tight programme."

CPD Feedback



"This has most definitely helped us and is something we are now giving serious consideration"

"The CPD opened up different thought channels and will make future decisions factor in different options."

"Very informative in how we are going to proceed with the new Part L regs."

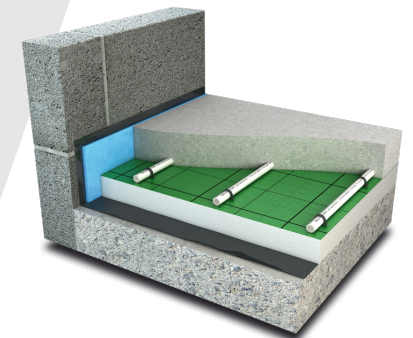
"With the knowledge we now have Troy homes can look at future proofing upcoming developments."



WMS' latest study revealed that UFH is 93% less carbon intensive than radiators.



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WMS has supplied and installed the AmbiCastellated underfloor heating system at Bellway's The Future Home @ The University of Salford.



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