

Company: Oakville Estates Ltd

Company Details

Situated on East Ham High Road, Oakville Estates is a successful Property Management company, dealing in residential and commercial property sales and lettings. Oakville also provide Residential Management Agency services to private landlords and are now looking to provide similar services to local Authorities.

Oakville has its origins in Canada when the company's founder, Kamaljit Rakhra, arrived there from his native India and gained employment in real estate, he studied for qualifications in the business and following some success in Canada, came over to the UK and set up shop in East Ham.

Business Link in London support

The difficulties that the Company has faced are that the property business is largely unregulated and is always subject to the vagaries of the economic climate and for Independents is difficult to expand into satellite offices. This tends to restrict bidding for public contracts to one area.

During a meeting with Steve Howey, an Adviser with Business Link London, it was suggested that Oakville contact Supply London who may be able to help with the tendering process. The difficulties that Oakville had at the time, were that they didn't understand the process, had little in the way of documented policies and didn't know how to write them. There was also a perception that lack of formal accreditations were restricting the business.

Supply London support

Oakville contacted Michael Gutierrez of Supply London and explained the problems.

Michael was able to coach Oakville through the **tendering process** and helped them to write their **policies**. Oakville have also embarked, with Michael's guidance, on applying for accreditation to **ISO 9001.2008** For Quality Management Systems, lack of which is often perceived to be a bar to successful tendering.

Ishbir Rakhra, Oakville's Director responsible for the above, said " Michael has helped us enormously in understanding how we need to be to be successful in this arena, has good time management and puts in a lot of effort to get through the process. He is very professional. This put us in the situation that we bid for a contract and although we were unsuccessful, really brought home how it should be done, in some areas we did better than our competition."

Impact

The engagement with Supply London has given Oakville better business systems and has embedded a philosophy of continuous improvement, which is really helping the business to move forward.

The current recessive climate, of course, has not helped property sales, which have reduced in volume and has forced the company to downsize slightly and has reduced Oakville's marketing budget. The property management side of the business has been maintained.

"Supply London is an excellent service especially for businesses that need to get their processes aligned with public sector requirements when bidding for work"

