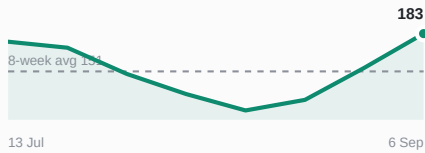


ENTRIES LOGGED, LAST 8 WEEKS



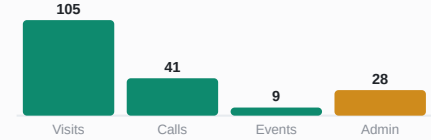
August holidays and the bank holiday week. Back to normal volume.

ACTIVITY BY AREA MANAGER



Sam was on leave Tuesday to Thursday. Six of eight shown.

WHAT THE WEEK WAS MADE OF



Admin is logged time not spent with a customer.

The week at a glance

BUSINESS WON

- Business Trade Supplies** is actively switching sales from a competitor brand, with orders confirmed for gloves and 48T. Owen
- Small Facilities Group** renewed the Riverbank Housing contract, creating a managed services route for blank kits and maintenance products. Owen
- Northgate Facilities Group** sold seven Limeguard units after the promotional and breakfast event activity. Marcus
- Delta Plumbing Supplies** confirmed the combined trap and tundish is now go-to, and is outselling alternatives. Sam
- Cheshire Facilities** intends to switch valve ranges after the savings were explained. Craig
- Northgate Building Supplies** agreed to introduce a small core range after customers requested it over cheaper imports. Nadia
- R. Halliday** intends to use TR40CV12-21 regularly after previously using alternatives. Eleanor
- Delta Plumbing Supplies** sold two Limeguard units after showroom training helped staff recommend the product. Nadia

WHERE WE ARE BEING SQUEEZED

- Delta Plumbing Supplies** reported contract business **down after a 4% cost increase in July** and lost business coming through Lanark Trade Rugby. Owen
- Water Services** **lost the lightside contract** to a competitor and is not replenishing our stock. Owen
- WPC Builders** competitor promotion has a flexible WC connector at £5.75 and solvent weld large tub at £7.00 through September. Sam
- England Watercare Services** gave a competitor an equally prominent display stand, **exposing our lack of comparable display equipment**. Nadia
- Delta Plumbing Supplies and Services** have a basin waste recall issue, creating an opening for competitively priced wastes through Delta. Eleanor
- Northgate Building Supplies** sources plastics elsewhere but is interested in a higher quality option. Eleanor

NEEDS A DECISION OR AN ANSWER FROM US

- Water Services** needs resolution on unlabelled stock, legacy order constraints and cost price data before bespoke bathroom ordering proceeds. Owen
- Business Trading** needs a decision on authorised reseller status or compensation for lost online sales in January trading terms. Josh
- Trade Catalogue** needs final code and copy tweaks before Monday print submission to avoid product code and application confusion. Josh
- E-commerce costs** need clearer reporting on close to £11,400 a month, with task, hours and output detail due early next week. Josh
- Small Services** raised VB1180UK concerns on overflow bolt leak risk, clearance and water sitting in the trap after tightening. Craig
- Working Units** asked whether wastes currently bought from Poland can be supplied directly, pending product and quantity details. Eleanor
- R.L. Plumbing Supplies** raised a faulty vent-related product where smells were passing through, requiring replacement and factory review. Marcus
- WPC Builders** is waiting for slip coupler coding before moving properly on 1½" and 1¼" stock. Eleanor

BIGGEST OPPORTUNITIES IN PLAY

- Water Services** aims to grow to approximately £1.4m annual revenue through bespoke bathroom products, targeted SKU introductions and team engagement. Owen
- Water Services Group** operates over 600 sites, with a meeting targeting regional maintenance teams. Nadia
- Business Trade Supplies** is expected to support orders for approximately 450 x TR40CV12-60 on P9 and P10, plus further product. Sam
- Delta Plumbing** has a student accommodation project of approximately 320 units requiring BW20s in volume. Sam
- Business Trading** sold 180 products online last year and wants authorised status to grow beyond the north west. Josh
- Marketplace pilot** will test 15 SKUs first, with potential to scale to 50 or 100 products if results support it. Josh
- England Watercare** is a sizeable contractor working with national accounts, seeking pricing on five core ranges. Owen
- Delta Plumbing Supplies** is a circa £140k independent account with sales up and new products to be coded and listed online. Owen

Marcus

26 logged / 23 visits & contacts

TELEPHONE PlumHub speech

01/09/2026

- Called to speak with the branch contact ahead of the planned breakfast event, but he is not in branch until Friday.
- The breakfast event is not going ahead.
- Marcus was disappointed and plans to understand how the event slipped and how to keep branches more engaged.

VISIT Farnham Southern Road Kettering

01/09/2026

- The new branch manager is settling into his role and working through systems, processes and initial training.
- Kettering is a highly competitive merchant market with many plumbing and heating suppliers in a small area.
- He was very positive and described the range as a reliable fit and forget product.
- Discussed cheaper own-brand alternatives, but he confirmed installers still value quality and reliability.
- Introduced the new slip couplings to address compatibility issues across different pipe types.
- He asked for product codes and availability once fully set up.
- Reviewed the branch system to identify customer spend, purchasing history and possible targets for joint visits.

Marcus rates this branch a strong candidate for a joint demonstration day in October, subject to stock of the new couplings.

VISIT Watlington Plumbing and Heating Kettering

01/09/2026

- Branch trading is steady rather than busy, which the team felt reflects the wider market.
- Our products continue to sell well and no product, service or supply concerns were raised.
- Discussed how some customers have tried cheaper alternatives but returned for quality and reliability.
- Introduced solvent weld cement, highlighting three-year shelf life and controlled applicator.

TELEPHONE Peppermint Bathrooms

02/09/2026

- Reported two faulty Limeguard cartridges from the same pack.
- Batch number taken and passed to quality for factory review. Replacement stock arranged same day.

Priya

31 logged / 27 visits & contacts

VISIT Watton Property Services

02/09/2026

- Positive demand creation meeting with the technical and procurement leads.
- Several lines are expected to move towards van or store stock over the next quarter.
- Requested a slimline waste option for retrofit work, similar in profile to the Q10. No current SKU fits.

Priya has asked product for a view on the retrofit slimline waste. This is the second request for it this quarter.

VISIT Farnham Huddleston

03/09/2026

- Eighteen location range opportunity linked to the new opening next door.
- Branch wants a full range review before the opening date is confirmed.
- Agreed to return with a proposed core listing and display options within two weeks.

VISIT *Overford Building Supplies*

03/09/2026

- New branch manager since March. First contact with him.
- Branch has not ordered since early April, which he was not aware of.
- Walked through the core range and agreed a small opening order to re-establish stock.
- Asked for a joint call with two local installers in October.

TELEPHONE *Northcote Plumbing Supplies*

03/09/2026

- No order placed since March. Left a message with the counter team.
- Account flagged for follow up in the customer analysis report.

END OF SAMPLE

The full report continues with the remaining six area managers and the complete visit log. Company, customer and surname details are obscured in this sample.