



Mineral TC for winter working



New Exhibition stands



BBA visit K Rend

6

5

7



# Editor's Message

Welcome to K News,

We have been tremendously busy since our last edition with refreshing our brands, changing our company name, making 9 new videos, 7 exhibitions – all whilst getting a lot of tonnes out the door! We continue to contribute to our local community too, read all about our corporate and social responsibility activities on page 9.

The year end has crept up on us and we cannot believe we are about to go into 2017. We want to thank you for your valued custom throughout 2016. We appreciate the confidence you have placed in us and we look forward to providing you with the best possible service in the future.

Enjoy the read and the holidays!



*Lisa*

*Marketing & Product Development Manager*

## Editorial Team



*Carolyn*

*Marketing  
Executive*



*Niamh-Anne*

*Marketing  
Executive*



*Rachael*

*Digital Marketing  
Executive*



For further information or to comment  
contact [Feedback@Kilwaughter.com](mailto:Feedback@Kilwaughter.com)



Scan 4 info



Wishing you all a very Merry Christmas & a prosperous New Year.

We look forward to working with you in 2017!

With best wishes from your K Rend team.

Our offices will be closed from 23rd Dec until 4th Jan.

# Contents

WE ARE COMMITTED TO BRINGING YOU THE LATEST INFO AND UPDATES ON THE TWO DIVISIONS OF OUR COMPANY; K REND & KILWAUGHTER LIME.

HERE'S A TASTE OF WHAT'S INSIDE THIS EDITION.

FOR INSTANT NEWS UPDATES ON OUR PRODUCTS AND SERVICES DON'T FORGET TO LIKE US ON FACEBOOK, FOLLOW US ON TWITTER & SUBSCRIBE TO US ON YOUTUBE.

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# Our new company name

In October we changed our company name from 'Kilwaughter Chemical Company Limited' to 'Kilwaughter Minerals Limited'.

We believe that the new company name will give us a forward looking, energised identity. This supports our company values and brand whilst reflecting a sense of change.

We will continue to provide the same high quality products and customer service and would like to take this opportunity to thank you for being one of our valued customers.

**K Rend**

**Kilwaughter Lime**



**Kilwaughter  
Minerals Ltd**



## Customer Service improvements

In recent months we have made many customer service improvements to assure you of our best service at all times.

We launched new service standards with a "Help us help you" approach for both merchants and hauliers.

Click on each standard below to find out more.

CUSTOMER  
FRIENDLY  
SUPPORT  
INNOVATIVE  
POSITIVE  
PRELISE  
TIMELY



**K Rend**  
Silicone Coloured Renders

### Deliveries : Help Us Help You

- ▶ Order amendments & cancellations will not be accepted after 5pm on day of order
- ▶ All products are made to order and are non returnable
- ▶ Orders must be checked against the delivery docket when being offloaded
- ▶ Shortages, incorrect products or damaged bags should be reported within 3 days
- ▶ If there are more than 5 burst bags, please send photos to [customerservices@k-rend.co.uk](mailto:customerservices@k-rend.co.uk)
- ▶ Indicate on the delivery docket if you prefer a replacement or a credit note
- ▶ Advise us of late deliveries asap
- ▶ Take care offloading pallet, forklift forks could be damaging other bags

Please note all discrepancies on the delivery docket, scan & return to [customerservices@k-rend.co.uk](mailto:customerservices@k-rend.co.uk) within 3 working days



**K Rend**  
Silicone Coloured Renders

### Haulier Standards : Help Us Help You

- ▶ Drivers must adhere to rules & regulations at each site, merchants and at K Rend; ensuring PPE is worn at all times
- ▶ Breakdowns or off-loading problems that could cause delay should be reported to K Rend immediately on 028 2826 3306 or 028 2826 3311
- ▶ Damages should be reported to the Customer Service Team on 028 2826 2129 or 028 2826 2134
- ▶ Please ensure that Delivery Notes are given to the customer to allow checking when off loading
- ▶ It is driver & customer responsibility to ensure the correct pallets are off-loaded. If the driver is not allowed to be present at off load it becomes the customers responsibility
- ▶ It is the customer's responsibility to ensure goods received are checked against the paperwork before the haulier leaves the site

Contact us, we are happy to help  
[Susan.Bryce@Kilwaughter.com](mailto:Susan.Bryce@Kilwaughter.com) [Stephanie.Petticrew@Kilwaughter.com](mailto:Stephanie.Petticrew@Kilwaughter.com) [CustomerServices@K-Rend.co.uk](mailto:CustomerServices@K-Rend.co.uk)



# Exhibition update...

We have had a busy few months out at shows throughout the UK & Ireland, where we showcased our 2 new exhibition stands! We'll be taking a few months off now but will be back exhibiting at Self Build Belfast in Titanic Conference Centre, 17th - 19th February 2017 & at the Homebuilding & Renovating show, NEC, Birmingham on 23rd -26th March 2017. Hope to see you there!



New K Rend stand



New Kilwaughter stand



# new products

## TC 10 added to the thin coat range...

TC 10 is a pre-mixed, silicone based, ready to use organic resin render which is usually hand applied. It provides a low maintenance, decorative finish and is available in a wide range of colours.

Benefits of TC 10:

- High degree of water repellency
- Optimum adhesion to the substrate
- Easy application & workability
- Allows substrate to breathe
- High flexibility
- Excellent handling properties



## Mineral TC for winter working launched

Introducing Mineral TC a cement based, polymer modified render, requiring only the addition of water and 10 minutes mixing time. It will provide an attractive, low maintenance finish.

Benefits include:

- Faster drying times at lower temperatures and high humidity
- Available in 2 textures and 4 standard colours
- Can be used for external & internal applications
- Requires only the addition of water and 10 minutes mixing time

Technical Data or flyer available for download alternatively please call 028 2826 0766 or email [Sales@K-Rend.co.uk](mailto:Sales@K-Rend.co.uk)

Check out our video



Introducing  
**K Rend Mineral TC**





# BBA Visit K Rend



We were delighted to welcome Claire Curtis-Thomas, CEO of the British Board of Agreement to K Rend in November.



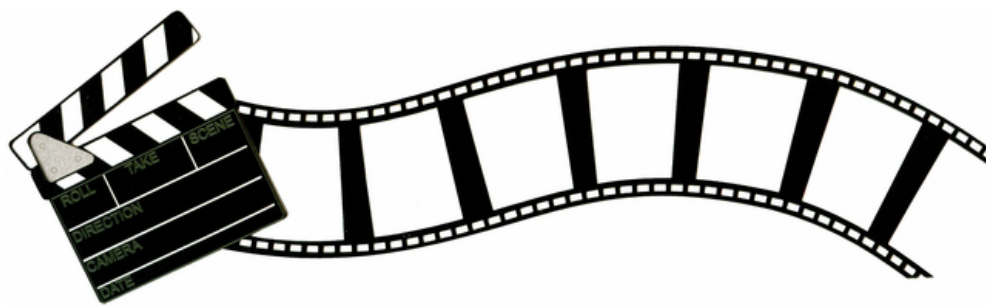
Claire Curtis-Thomas of BBA pictured with K Rend's Graham, Ross & Callum



Claire Curtis-Thomas & Noah Walsh of BBA pictured with K Rend's Graham & Ross



# Watch our short videos



Click below to view some of the recent videos or visit our [YouTube Channel](#)



Aaron Hayter  
ARH Plastering

## APPLICATOR

Aaron Hayter, ARH Plastering

*"I have been using K Rend for 15 years and the workability is fantastic."*



## BUILDERS MERCHANT

Gary Brooker, Manager, NDI Poole

*"K Rend customer service is second to none!"*



## ARABLE & BEEF FARMER

Victor Hunniford, County Armagh

*"G Lime helps create a healthy looking crop."*





# CSR UPDATE

Every year we open our doors and welcome pupils from local schools.

We are committed to broadening the horizons of younger generations by hosting educational visits as extensions to their classroom learning.

Lisa Neill, Marketing & Product Development Manager comments: “Educational visits provide an excellent opportunity for local students to learn about the company’s activities and types of available job roles”.

If you would like to arrange a visit to our site, contact Lisa Neill for further information on [lisa.neill@k-rend.co.uk](mailto:lisa.neill@k-rend.co.uk)



Larne High School

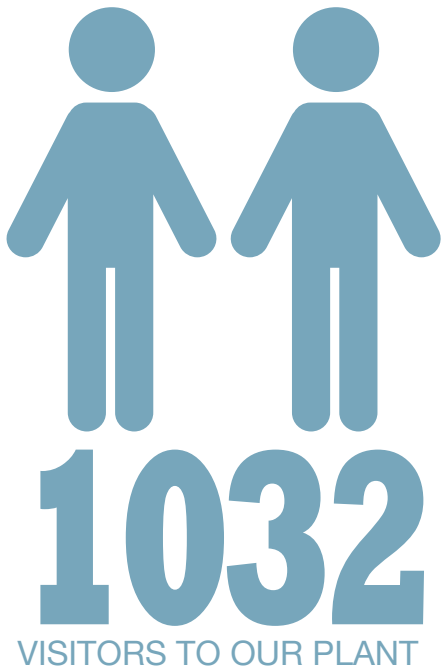
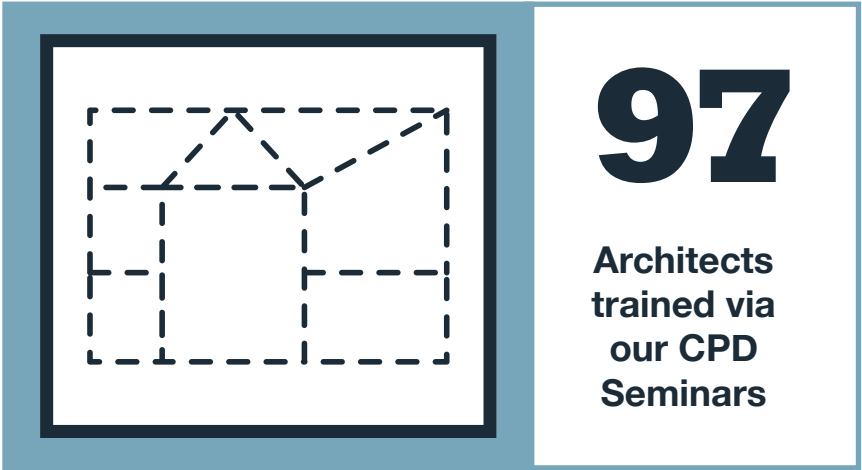


Larne Grammar School



Click to play video

*What we have been up to recently...*





# Competition Corner

**LIKE  
SHARE  
WIN** 

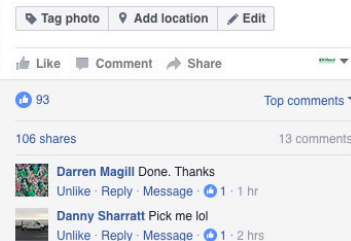
Check out our **FACEBOOK PAGE** for your chance to win a **K Rend goodie bag**.

A winner will be announced on 21st December 2016.



With only 20 sleeps to Christmas, #KRender are giving away this fabulous goodie bag. Like OUR PAGE and SHARE this post to be entered to win. 🎁 🎄 #giveaway

Competition closes: 21st December 2016



Find us at:



## K Rend has the X Factor



Over the past couple of months we have all been watching the X Factor contestants battle it out to impress Simon Cowell and his panel of judges. With only two days to go before the winner is announced I'm sure this beautiful mansion in Hadley Wood, North London, will deeply be missed.

The luxury property in London was rented to ITV for £3.5m. The attractive gated home with its **exterior render in K Rend** includes spacious reception rooms, four bathrooms and manicured gardens which have all been finished to a very high specification.



# Helps prevent environmental mastitis



**High Protection Bedding Lime**

## MasterCal



**Hassle Free | Low Cost | Herd Protection**

**Keeping livestock cleaner & drier**

**MasterCAL** Bedding Lime is a unique product specifically designed for use as bedding material in livestock stalls. It is formulated to give high levels of bacteria control whilst minimising the risk of inflammation or burns that may be a problem with other treatments.

The blend of high purity limestone and hydrated lime will aid the prevention of environmental mastitis by rapidly raising the pH level in the stall up to 12.4 (depending on the dilution factor). At levels greater than pH 10 bacterial growth is severely inhibited, affecting the enzymes and causing the bacteria cell to denature.



# New Stockists



- 3 new Minster Insulation & Drylining
- 10 new Travis Perkins
- 2 new Buildbase
- 4 new Penlaws
- 2 new CCF
- 1 new Grant & Stone
- 1 Covers Timber & Builders Merchants
- 1 new Amaroc
- 1 new Builders Supplies
- 1 new Howarth Timber
- 1 new C & C Supplies
- 1 new Tennants Building Products



## Meet the Team



**Ken O'Neill**

Technical Sales Consultant  
Ireland South



**Iain Hebborn**

Technical Sales Consultant  
Midlands



**Gareth Hastings**

Technical Sales Consultant  
Ireland North



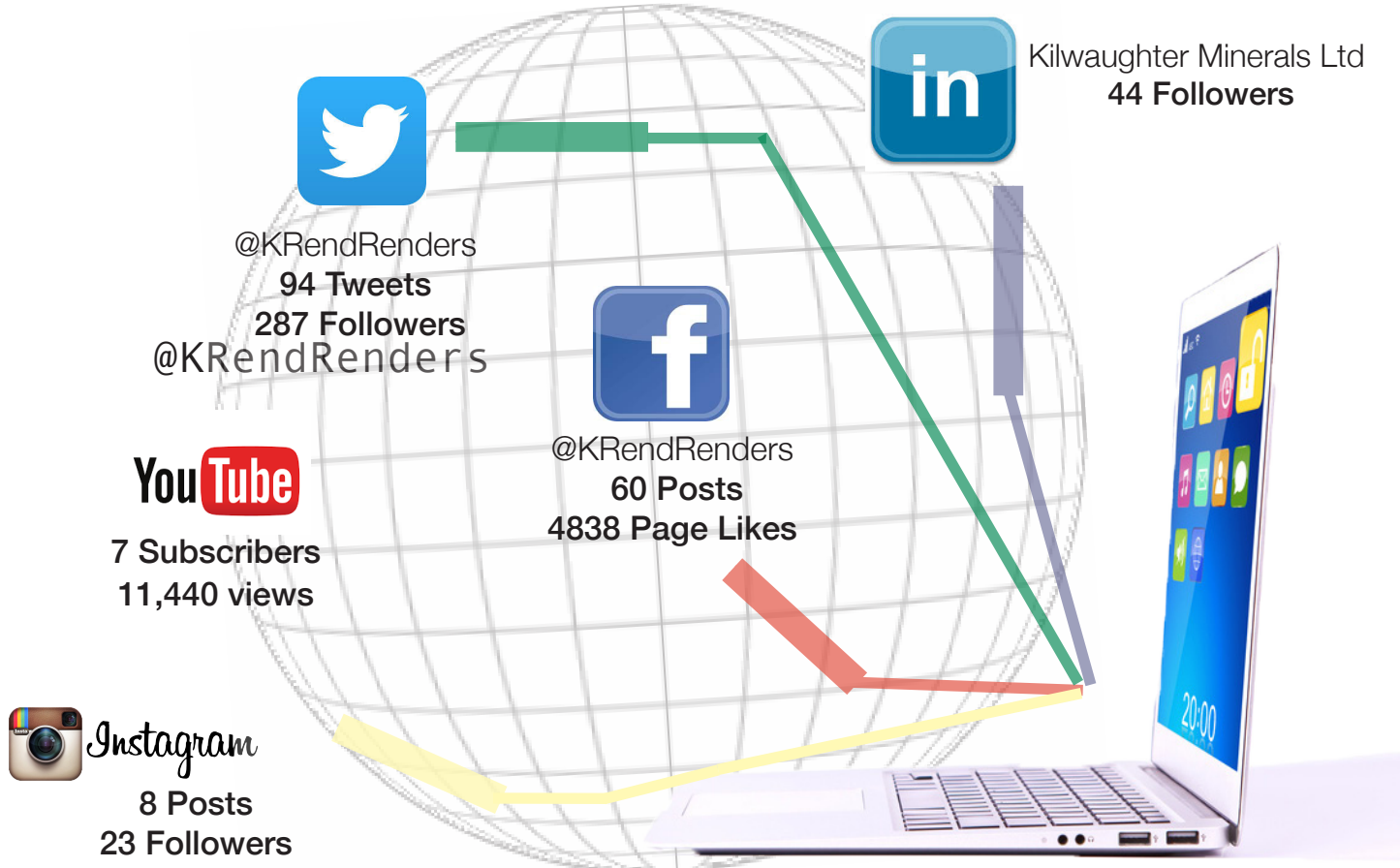
**Gary Doey**

Plastering Technician



# Almost 10,000 Likes facebook

Since our last edition...



Find us at:



@KREndRenders



/KREndRenders



K Rend



# Celebrating 10 Years Service



We continue to support the work of the Good Morning Larn team by volunteering time.

As part of the Good Morning Larn 10 year anniversary celebrations a few employees enjoyed a lunch with clients.



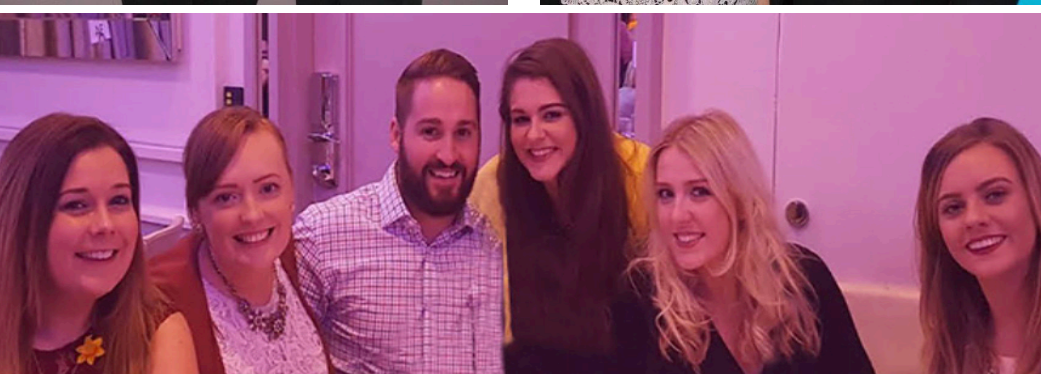
## Quiz night for Marie Curie & Mencap



Employees enjoyed another great night at the Annual Charity Table Quiz on behalf of Marie Curie and MenCap hosted by Brightwater NI.

The Quiz took place at the Merchant Hotel Belfast where £4190 was raised between both charities.

Emma (left) & Jayne-Marie (right) were also lucky winners of some of the raffle prizes on the night.



We will be supporting numerous charities at this time of the year.





# Employee BBQ



## Charity

The SOS NI bus recently visited our employee BBQ to tell us more about the services that they offer.

The voluntary charity is making a real difference to children, young people and adults at times of crisis.





# Halloween



## Halloween at K Rend

We dressed up at Halloween to raise money for the Northern Ireland Cancer Fund for Children.

This leading local charity in Northern Ireland supports children and young people aged 0-24 affected by cancer.





# Our favourite properties from 2016



## Finishing 112

K Lime Finishing 112 was used to refurbish the tall chimneys on Bedgebury Manor, Lamberhurst.

This gave a fantastic finish to the property.









# K Rend out and about



Andy from Buildbase, Ashbourne



K Rend Technical Sales Consultant, Gareth Hastings



Dean & Mike from J A Stephens



K Rend Technical Sales Consultant, Gareth Clayton



Niamh-Anne and Steven from the K Rend Commercial Department at Travis Perkins



Steve Massingham Plastering





# Quarry Investment

Work began this week on new quarry plant that will significantly increase output. This sizable project will be finished at the end of summer 2017.

An upgraded wash plant will give an enhanced quality of stone for crushing & milling.



## Additional Silos

Additional silos have now been put in place to deal with the increased demand from customers.







## **K Rend**



### Construction

Silicone Coloured Renders & Construction Mortars

## **Kilwaughter Lime**



### Industry & Agriculture

Calcium Carbonate Powders, Limestone Sands, Aggregates & Minerals, Landscaping products.

Join us on social media...



@KRendRenders



/KRendRenders



K Rend



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