



bretts bugle

DECEMBER 2009

NEWSLETTER FOR BUILDING PROFESSIONALS

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bretts holiday trading

THU 24 DEC	NORMAL TRADING	
FRI 25 DEC	CHRISTMAS DAY	CLOSED
SAT 26 DEC	BOXING DAY	CLOSED
SUN 27 DEC		CLOSED
MON 28 DEC	BOXING DAY PUBLIC HOLIDAY	CLOSED
TUE 29 DEC	8.00-4.00	
WED 30 DEC	8.00-4.00	
THU 31 DEC	8.00-4.00	
FRI 1 JAN	NEW YEARS DAY PUBLIC HOLIDAY	CLOSED
SAT 2 JAN	8.00-4.00	
SUN 3 JAN	9.00-3.00	
MON 4 JAN	6.30-5.00	NORMAL

light at the end of the tunnel: bretts opens a new trade distribution centre

Larger project builders no longer need to be weighed down by the administrative costs and headaches associated with dealing with numerous different suppliers.

The new Bretts Trade Distribution Centre (TDC) will market a range of builder's hardware and non structural timber products to Queensland's larger project builders.

The basic premise behind the Bretts Trade Distribution Centre is to be able to offer a narrow range of products at competitive prices with extremely short lead times, in order to fulfill the needs of this specific customer group.

While our traditional Bretts trade customer will probably not have the need to order or purchase from the Trade Distribution Centre, they will have the ability to drop in and pick up anything that is stocked at Banyo if this is easier for them.

However, the key convenience is going to be for the larger project builders who will be able to place "package orders" of Bretts' normal builder's hardware lines, frame and truss products, and even electrical appliances. This will simplify both paperwork and delivery of these products, offering the customer the ease of dealing with one, rather than several different suppliers.





md's message

Welcome to the final Bugle for 2009 as we prepare to wrap up for Christmas and for what should augur as a buoyant 2010. With the new decade we expect some reasonably significant change within the building industry – some good and some probably not so good.

Assuming the ETS legislation passes largely unchanged through both Houses of Parliament, we can expect to be paying more for virtually everything in the future. No doubt the big polluting industries will be cut some slack in the short term, but regardless of that, we use carbon fuelled energy in pretty much everything we do so you can expect to pay for it in a series of indirect taxes.

It's a good time to remember that timber (especially house frames) not only uses significantly less energy than steel or concrete in the production process, but also continues to store carbon for the term of its natural life; only releasing that carbon if it is burned in fire. So please resist the temptation to build with concrete or steel wherever possible.

On a positive note, I am delighted to announce that we are in the process of signing a long term lease to take over the Garden Centre tenancy adjoining the Windsor store. We will be using this space to open up a drive through yard enabling our customers to pick up timber and building materials in a far more efficient and safer environment. If all goes to plan, we should have this open in early February.

Finally, I would like to thank you for your custom in the past year and I look forward to seeing you in the Bretts businesses throughout 2010 our 97th year of doing business.

Bill Nutting Jr

Bill Nutting Jr
MANAGING DIRECTOR

moving on up:

bretts manufacturing operations expand

Bretts Frame & Truss manufactures Pryda Longreach trusses, a premium performance floor and rafter truss system, using all timber webs and chords for maximum stiffness.

Over the past year Bretts Frame & Truss has established a reputation for producing quality frames and trusses at competitive prices and it seems everyone wants a piece of the action. And further demand from some of the top 10 project builders in the state is confirming our position.

The Bretts Frame & Truss plant has been run off its feet in recent months keeping up with demand. To fulfill orders we have been successfully running a night shift as well as working every Saturday.

To ensure we're in a position to continue to provide our customers with what they need, Bretts Frame & Truss recently purchased a new \$350k Hundegger saw, along with a brand new gantry truss press and a second framing line.

To facilitate this expansion, the Bretts Doors & Windows business has relocated from the Hamilton site to our Banyo premises, and will operate alongside the new Bretts Trade Distribution Centre. The move took place in early November and the Doors & Window team were able to move all stock and equipment and re-comission the entire operation over a weekend, losing just one day's work to the move.

The new frame and truss equipment is scheduled to arrive in stages and it's planned that by the beginning of 2010, Bretts Frame & Truss will be operating all equipment at optimum levels, continuing to deliver a great product, at a great price.



news in brief:

what's going on around bretts



α not-so-average joe

Bretts would like to welcome their new trade sales representative, Joe Bransgrove to the team.

Joe brings with him a wealth of knowledge backed by more than 17 years sales experience in the timber, hardware and wholesale arenas.

Originally from England, Joe spent many years as a field representative for the largest building supply merchant in Britain before settling in Brisbane with his family 4 years ago.

Since then he has had great success with all levels of the industry, both locally and interstate.

Like all our sales team, Joe's passion for service is what sets him apart from the competition. We wish him well in his new role and look forward to him becoming part of the furniture at Bretts.

"let's talk... house & home"

Bretts launched our final retail promotional campaign for the year in November. A magazine titled "Let's talk... house & home".

This publication is designed to let the general public in on the secret you're already part of: Bretts is the place to come for real timber, hardware and building products – and the advice you might need to undertake any home or building projects.

The magazine includes helpful articles for the average home owner (or dreamer) on building and renovation project planning, design and 'how to' advice.

There's probably not too much in the magazine that you, as a building



professional, don't already know - it is more 'entry level' information. But please, feel free to take a copy of the magazine if you'd like to have a closer look.

α word from our spring competition winner

I just wanted to thank you for the \$500 vouchers that I picked up yesterday, I really appreciate them and as an incurable weekend renovator, be assured that they'll be put to good use.

I've been a regular customer of Bretts for the last 25 years, starting when you were in the old shop with the mill out the back, so that adds something from my perspective and hopefully from yours as well.

And continue keeping those guys in the big green sheds honest, we can't afford to have the industry dominated by mega-players. Thanks again.

Regards

Kev Trevarthen



the rewards stack up at bretts architectural

The Bretts Architectural Referral Rewards Program is building, with more than 120 of our loyal trade customers already signed up and saving up reward points.

And with any wonder; the process is so easy... Once you're signed up to the referral program, you'll receive a VIP card which identifies you as the program participant and a book of vouchers for you to hand out to your clients. The vouchers have all the information your client will need – an

overview of the showroom, product range, address details etc – and when they bring it in to the showroom, it means we can track your client referrals.

Our IT systems are set up so that we can easily see the number of clients you've referred, the resulting quotes and the converting sales. And we are able to provide this information to you at any time.

If there are bathroom, kitchen, aluminium joinery and architectural hardware products in your projects, you

should sign up to be part of the Bretts Architectural Referral Rewards Program. Your clients will see a comprehensive range in an inspiring environment, and we will take the hard work out of that specifying process by providing your clients with the helpful advice they need to make those final product selections.

What's more, you will start accruing reward points immediately which are redeemable once targets are achieved.

For more information, drop in and see one of the friendly staff at Bretts Architectural.



just for fun: you heard the one?...

TOP TOOLS

1 A girl went to McDonalds and ordered a burger. She asked the person behind the counter for 'minimal lettuce'. He said, "Sorry, we only have iceberg." (Surfers Paradise)

2 A man at the airport, checking in at the gate, was asked by an airport employee, "Has anyone put anything in your baggage without your knowledge?" The man said "If it was without my knowledge, how would I know?" The airport employee smiled knowingly and nodded, "That's why we ask." (Tullamarine)

3 A man, wanting to rob a Bank of Queensland, walked into a branch and wrote "Put all your money in this bag." While standing in line, waiting to give his note to the teller, he began to worry that someone had seen him write the note and might call the police before he reached the teller's window. So he left the Bank and crossed the street to the NAB Bank... after waiting a few minutes in line, he handed his note to the teller. She read it and, surmising from his spelling errors that he wasn't the brightest light in the harbour, told him that she could not accept his stickup note because it was written on a Bank of Queensland deposit slip and that he would either have to fill out a NAB deposit slip or go back to Bank of Queensland. Looking somewhat deflated, the man said, "OK" and left. He was arrested a few minutes later, as he was waiting in line back at the Bank of Queensland.

4 A guy walked into a little corner store with a shotgun and demanded all of the cash

from the cash drawer. After the cashier put the cash in a bag, the robber saw a bottle of scotch that he wanted behind the counter on the shelf. He told the cashier to put it in the bag as well, but the cashier refused and said, "Because I don't believe you are over 21." The robber said he was, but the clerk still refused to give it to him because she didn't believe him. At this point, the robber took his driver's licence out of his wallet and gave it to the clerk. The clerk looked it over and agreed that the man was in fact over 21 and she put the scotch in the bag. The robber then ran from the store with his loot. The clerk promptly called the police and gave the name and address of the robber that she got off the licence. They arrested the robber 2 hours later.

5 A pair of robbers entered a record shop nervously waving revolvers. The first one shouted, "Nobody move!" When his partner moved, the startled first bandit shot him.

6 Seems this guy wanted some beer pretty badly... He decided that he'd just throw a brick thorough a liquor store window, grab some booze and run. So, he lifted the brick and heaved it over his head at the window. The brick bounced back knocking him unconscious. It seems the liquor store window was made of Flexi-Glass. The whole event was caught on CCTV video. (Perth)

7 I am a medical student currently doing a rotation in toxicology at the poison control centre. Today this woman called in very upset because she caught her little daughter eating ants. I quickly reassured her that the ants are not harmful and there would be no need to bring her daughter into the hospital. She calmed down and at the end of the conversation happened to mention that she gave her daughter some ant poison to eat in order to kill the ants. I told her that she better bring her daughter into the emergency room right away.

8 Some Boeing employees on the airfield decided to steal a life raft from one of the 747s. They were successful in getting it out of the plane and home. Shortly after they took it for a float on the river, where they noticed a rescue helicopter coming towards them... the chopper was homing in on the emergency locator beacon that activated when the raft was inflated. They are no longer employed at Boeing.

Jokes courtesy of K&D Trade.

