

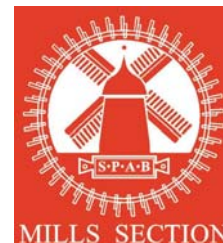
## **SPAB Mills Section: Joining the Millwrights Directory**

To be included in the Directory, millwrights and consultants must offer reference projects which are reviewed by the Mills Committee. Given the limited resources of the Section which mean that it is not possible for the Section to regularly vet the work undertaken by millwrights and consultants included in the Directory, the system works on the basis of recommendation. Continued membership is on the basis of the Section receiving continued positive feedback of work undertaken and no substantiated recurring negative feedback.

Membership of the Directory is also conditional upon millwrights and consultants signing up to the Section's ***Philosophy of Repair of Windmills and Watermills***.

### **Conditions for joining**

1. Membership of the Directory will be conditional on membership of the Mills Section.
2. Membership of the Directory is conditional upon abiding by the principles laid out in "A philosophy of repair of windmills and watermills"
3. It is expected that all millwrights and consultants on the Directory will maintain certain minimum standards with respect to documentation and communication in their commercial relationships with clients. These include:
  - For millwrighting projects, a specification of works signed off by both parties;
  - For millwrights and consultants, a written quotation based on the specification or agreed task, which the customer accepts;
  - Drawings, where required, to illustrate proposed work;
  - Adequate communication between both parties to be maintained throughout the period during which work is underway, such that each party is kept informed about project milestones and delivery dates. (Accepting these may change due to other circumstances, e.g. weather conditions).
4. The Directory will provide an area for millwrights to list their particular skills and expertise, as well as to caveat any limitations (e.g. tasks that they are not qualified or willing to undertake).
5. The Directory will provide an area for millwrights to showcase examples of successful work undertaken. While there is no obligation for millwrights to do so, they are strongly encouraged to provide up to three references from clients for whom work has been completed within the last two years, and who can be



contacted by a potential client. (Contact details will not be published with the Directory itself, but held by the Mills Section to be provided upon request).

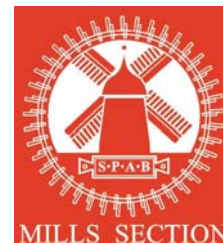
The outcome with respect to disputes over work undertaken can be summarised as follows:

6. The Directory will add “flags” to notify when material negative feedback has been received by the Section from multiple clients of a firm, in particular with respect to the quality of the actual work undertaken, or when the Section has itself witnessed first-hand poor quality work. In all cases, we will initially contact a firm or individual to ensure that a reasoned and balanced view is being taken before adding a “flag” (and that any complaints from clients are justified). It is only when a firm is not cooperative in responding to such queries that a “flag” will be automatically added. Such indicators for negative feedback can subsequently be removed when positive client references are provided by a client of that firm (for cooperative firms) that indicate the problems affecting the quality of work have been resolved. Finally, the Section retains the right to remove a firm completely from the Directory for reasons such as repeated cases of material negative feedback being received. We hope that both scenarios outlined above (i.e. indicators for negative feedback and removal from the Directory) are infrequent and generally avoidable, as our experience to date is that millwrights listed in the Directory offer at the very least a satisfactory (and in most cases, excellent) standard of workmanship.

The only actions to be undertaken to become a member of the Directory, are as follows:

- i) Ensure that you are, or your firm is, a member of the Mills Section (and if not, please contact the membership communications officer on 020 7456 0901 or [membership@spab.org.uk](mailto:membership@spab.org.uk)).
- ii) Provide a maximum of three examples of work undertaken, which should preferably be no more than two years old, and include the contact details of the relevant clients.
- iii) Optionally, provide a brief summary of any particular skills and expertise that you or your firm would like to highlight to potential clients, as well as any caveats or limitations on work that can be undertaken.

The Committee believes these requirements are in the best interests of the users of the Directory, helping to provide them with the confidence to use it. We also believe that they protect the integrity of the Directory and ensure that those millwrights and consultants represented will mutually continue to strive to, and deliver, the excellent quality of service and workmanship we require.



**SPAB Mills Section:  
Application to the Millwrights Directory**

In the first instance, please complete the form below and return it to the Mills Section. On receipt of your application form we will be in touch to find out more about you, your work and your eligibility for inclusion in the Directory.

Please note that application to the Directory does not automatically signify that your application will be successful.

Name .....

Company name (if applicable) .....

Address .....

.....

Postcode .....

Telephone .....

Email .....

SPAB Mills Section membership number (if known) .....

***I agree to be bound by the principles of the Mills Section as set out in  
A Philosophy of Repair of Windmills and Watermills.***

Signed: ..... Dated: .....

Please return this form and relevant additional material (as outlined in items ii) and ii) above) by email to: [millsinfo@spab.org.uk](mailto:millsinfo@spab.org.uk) or by post to:

SPAB Mills Section  
37 Spital Square  
London E1 6DY