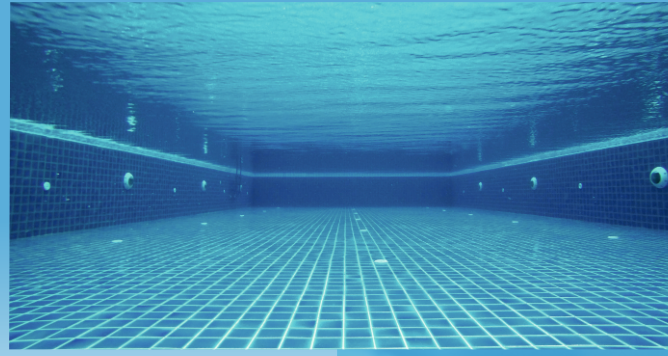


RT SWIMMING POOL SERVICES

PROVIDING PROFESSIONAL SWIMMING POOL AND CONSULTANCY SERVICES SINCE 1970

SPRING 2022 NEWSLETTER



Welcome to our Spring 2022 Newsletter. I hope that you have all managed to stay safe and well over the winter period? Let's hope for a nice long hot summer where we can successfully live with the Virus!

Last year I was able to advise after 51 years' service to the swimming pool industry our efforts had been rewarded by receiving two awards. Well, shortly before Christmas, we were advised of two further awards. Firstly, in the **Corporate Livewire South England Prestige Awards** we have been named "Swimming Pool Contractors of the Year – Dorset 2021/22". Secondly, following our success at local level, we were entered into the National Awards programme which is now in its 16th year and is run under the **Corporate Livewire and LTG business platforms**. Following the deliberations of the national panel of industry expert judges we were awarded National Winner in the category "Swimming Pool Service Provider of the Year". We attended the meet and greet event organised by Corporate Livewire for the South West Prestige Awards winners at the Solent Hotel and Spa, Whiteley, Fareham on 23rd February 2022 and we are looking forward to attending the National Awards later in the year.

Glyn Richards joined the team on 1st November 2021 and is now looking after the Service and Maintenance side of the business as Senior General Manager under my guidance. I am delighted to have Glyn on board as this has allowed me to step back a little and concentrate on the build and refurbishment side of the business. However, at the time of writing these notes I am finalising plans for a new pool construction in Poole, a substantial refurbishment project in Branksome Park as well as a number of other matters, so I am finding it somewhat hard to convince my wife that I am stepping back!

Seriously though, after what will be 52 years in the industry this year, I do need to start handing over the reins, although I will be on hand to assist and guide Glyn and the team as needs be. In his notes, Glyn has detailed his



thoughts and aspirations for building and improving further on what has been established since 1970. I wish Glyn every success in his endeavours.

Over the years, I have tried to keep costs and charges to a minimum. Last year, after holding our rates unchanged for the previous 3 years we increased our labour charge by around 5% and I am afraid we are going to have to apply a similar increase this year. This is due to our ever-increasing cost base, in line with what we are all experiencing elsewhere.

As regards chemicals and materials, we again bought substantially prior to the end of 2021 in anticipation prices will increase further this year. During March 2021, we analysed a basket of 16 of the most commonly used chemical products, these increased in price by over 16% from 2020 prices, then we were hit by a further across the board price increase of 6% on 1st May 2021. However, we were able to limit our increase to 5% as a result of bulk buying in the previous year. I will write to you separately as soon as we have analysed the impact of our manufactures price rises this year.

In order to ensure our pricing is competitive, we carried out a "secret shopper" exercise during the summer of comparable companies to ourselves and found our pricing to be competitive. We will do our best to ensure this continues and strive to couple this with outstanding and reliable service.

I realise that you have a choice, so thank you for your continued custom and support. Where we open your pool, Glyn and the team will be in touch shortly to arrange for a mutually convenient time to implement the process. Wishing you all happy and safe swimming!

Richard



POOL DESIGN, BUILD & REFURBISHMENT



MAINTENANCE CONTRACTS



POOL OPENING/ CLOSING



RENOVATIONS & REPAIRS



POOL EQUIPMENT/ CHEMICALS



GENERAL POOL CLEANING



Richard Tyrrell MISPE
Managing Director

The POOL DOCTOR



*La La La -
In and around my
semi-retirement hole
in the ground!*



In our regular "Pool Doctor" section, Richard shares another story about George, the 90-year-old gardener who attended a certain Ladyship's pool in deepest Dorset and we also discuss the topic of water loss from pool's and explain our experience and approach to leak detection and repair.

Swimming Pool Leak Detection

Every Pool owner's dread is a leak to their pool as detecting the source of leakage may turn out to be a very difficult and costly exercise. At RTSPSL we are often asked to assist in finding the source of a suspected leak and make good. This might sound an easy enough task and, in a lot of cases it is, but all too often the reality is not the case.

Often the source of the leak will be underground, perhaps under expensive patios or tiling. It is the case, that leaks often do not show themselves, and if there are signs of leakage then this could be some distance from the source as water takes its own easy route to the surface.

Establishing whether we are dealing with a leakage situation:

Please bear in mind that it is normal for outdoor pools to lose water during hot weather at the rate of $\frac{1}{4}$ to $\frac{1}{2}$ inch per day through evaporation.



Where are you leaky leak? You can't hide from me. I am the pool duckdetective and I have been finding and repairing leaks like you for 52 years!

This water loss may increase further with high usage and family and friends splashing in and out of the pool. However, as a rule of thumb, ongoing water loss in excess of around 2 inches per week is a sign that you may have a leak.

Leakage may be corroborated by evidence of the following: a) increase in water bills, b) routinely adding more water than previously, c) standing water from an unexplained source around the pool and/or equipment, d) chemical levels dropping without explanation/inconsistent pH readings, e) cracks developing in and around your pool, f) air in the system resulting in bubbles coming out of the return lines into the pool.

Having considered the above and you feel you may well have a leak, then it is time to investigate further. At RTSPSL we have much experience in leak detection and repair and are happy to assist in the resolution process.

Checking the obvious: When called to assist, we start about the task like a detective to gradually eliminate the many possibilities. First of all, we would check the obvious as quite often, but not always, we will be able to readily spot the source of the leak. We would look at the filter, heat pump, pipes and valve joints, check the areas around the pool for cracks, look for separations around the fittings, skimmers, returns, waste, lights, steps and the corners. If nothing obvious results from these initial reviews, further detailed investigations are required.

Static Water Test: This is the first step and it's a waiting game. Just allow the pool to find its natural level. When no further leakage is detected, the source of the lowest leak may have been discovered. However, if you are unlucky then there may be a further leak(s) higher up the water line. This will need to be tested further down the resolution process.

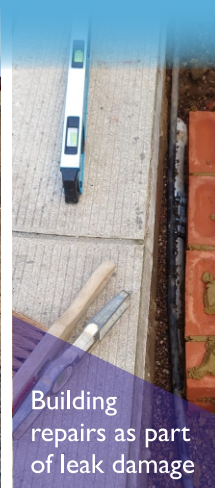
Identifying and repairing the source of the leak: The first and hopefully only source of leakage has been pinpointed. It's now time to prove this finding. At RTSPSL we have some tools to assist us in this process.



Source of pool leak



Source of pool leak and replacement pipework



Building repairs as part of leak damage



The telescope in action!

We can verify the water leakage by slightly refilling the pool and then releasing a **special syringe of purple dye** around the area of suspected leakage. Should the purple dye pull away we can be fairly certain that this is indeed an area of leakage and set about repair.

The suspected area of leakage may be a skimmer, return or waste line. To prove this is the case, we use a **leak detection pressure test kit**. The pressure test kit as the name suggests, tests whether or not the line holds pressure or not. Where pressure is lost, the line is deemed defective and needs to be repaired.

In addition, we have access to an **inspection camera** with an extendable antenna which enables the inspection and capture of images to areas not visible to the human eye. This has proved invaluable in the leak detection process.



Inspection Camera



Leak detection pressure kit

Sometimes, looking for the source or sources of leakage is like looking for a needle in a haystack. We are handicapped in our detective work as we just don't know what builders have done, or rather, not done when building the pool which may have been many years ago. The Pool Doctor recalls one occasion where the builders had incorrectly plumbed the sump pipe into the second hole at the bottom of the skimmer, so the sump hadn't

actually been doing anything in the five years since the pool was built!

On another occasion, the Pool Doctor was called to inspect a leak on a brand new concrete mosaic pool. After completing all the usual tests with no luck, the pool was emptied for close visual inspection. The source was a tiny fault in the body of the sump which had been there since manufacture and once expertly sealed by the Pool Doctor, the leak was repaired.

Finally, once the leak has been located and repaired it is time to fill the pool and carry out a further static test. If the water level holds, bingo, but if not, the source of further leakage needs to be investigated and the process starts all over again!

Richard, in the Autumn 2021 Newsletter you gave insight into George's interesting approach to pool water management and promised to tell us more:

Yes, George was quite a character. 90 years old and responsible for everything outdoors of the grand estate, including the pool. George wasn't one for technological advancements, preferring to rely on his natural instincts! Whereas, I was learning the ropes and was keen to understand and implement the latest methods.

I brought up the topic of water testing and asked George what he used to test the water as recently, the reagent for testing the chlorine had been found to be carcinogenic and we were switching everyone to DPD tablets. After explaining this to him, he replied "can't be doing with all that, I taste's it, if I can drink it them can f"""""" swim in it!" Just no answer to that. When I told my mentor, who had been in the pool business since 1933, he fell about in uncontrollable fits of laughter.

Welcome to my first article! I am so excited to be writing to you as the new Senior General Manager at RT Swimming Pool Services. I would like to thank both Richard and Andy in entrusting me with this new position within the company and I wish Richard a most enjoyable and well earned semi-retirement, although judging by the projects that he has recently started, full retirement may be on pause for now.

I joined RT Swimming Pool Services in May last year as a service engineer and it has been my great pleasure to meet so many of you. I hope to be able to meet many more of you in my new role over the coming months.

My business background has always been in and around water. I have been a pool plant operator for over 30 years within commercial leisure centres and this combined with 20 years of leisure management gives me unique insights and experiences for this post. I have always had a passion in my previous roles for providing exceptional water quality and facilities whilst ensuring the very latest energy saving measures along with innovative new technology were investigated and installed.

In my new role I am committed to using my experience to bring you the highest levels of professional, knowledgeable, cost efficient

services where exemplary customer service is at the forefront of everything we do.

I would like to advise that we have recently commenced offering our expertise for pools and spas to G&H Property Management who specialise in bespoke "second home" services in the Bournemouth and Poole area. More details can be found on their website www.gandhproperty.co.uk

Please do feel free to contact me directly should you would wish to discuss anything swimming pool related. My contact details are **07977 036068** or info@rtswimmingpoolservices.com

Thank you and here is to a fantastic season for open air swimming.

Glyn



Glyn Richards
Senior General Manager



LOVING
our work

Please contact us to discuss your swimming pool requirements!

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