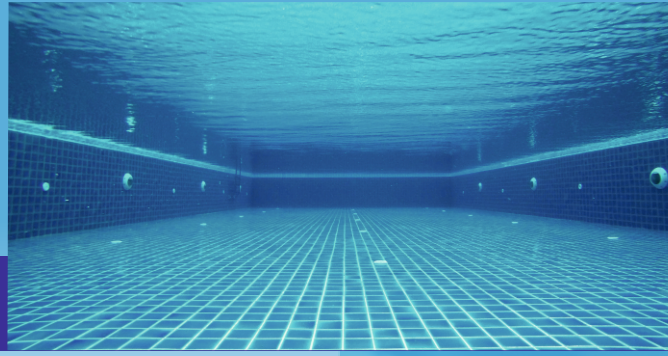


RT SWIMMING POOL SERVICES

PROVIDING PROFESSIONAL SWIMMING POOL AND CONSULTANCY SERVICES SINCE 1970

SPRING 2024 NEWSLETTER



Welcome to our Spring 2024 newsletter and I hope you have all managed to stay safe and well over the winter period? After a wet, windy and pretty miserable winter, let's hope the weather smiles on us this year and we have a long, hot and sunny "outdoor pools season".

This year is the third year I have been responsible for managing the service and maintenance side of the business. Over this time, we have worked hard to deliver the highest standard of professional service each time we visit. I am so grateful to our team of trained, conscientious and skilled Engineers who take so much pride in their work. David Brown has been with RT Swimming Pool Services Limited (RTSPSL) for over 10 years, Paul Bennett for two years and Ian Kirk joined us last Spring. Later in the Newsletter, there is an article which provides an insight into Ian's life and love of swimming pools.

We were notified by our suppliers that the cost of chemicals will be increased in price by an average of 8% from February. To minimise the impact of this and any further freight increases resulting from the Suez crisis, we took the decision ahead of the price increase to purchase sufficient chemicals to satisfy client demand for the next twelve months. As a result of this initiative, I am pleased to advise that we are able to carry forward our 2023 pricing on all chemicals through to 2024. We will, however, be applying an increase of around 5% to our labour rates with effect from 1st April 2024 in order to help meet the ever-increasing cost of running our business.



After a long winter, spring and an early Easter are just around the corner and now is the time of year we look forward to preparing your outdoor pools and spas for the season. With this in mind (and thank you to those of you who have already contacted me) please let me know if you have a date in mind for us to prepare your pool/spa for the season. Should I not hear from you, I will be in contact shortly to suggest a date, which will be based on last years timetable for preparing your facilities. As a reminder, should you have a particular date in mind, where possible please allow us 3-4 weeks' notice to ensure that your pool has heated sufficiently, especially for pools heated by air source heat pumps and to allow us time to overcome any mechanical breakdowns or algae blooms. Please also bear in mind it may take more than one visit to prepare your facilities and where heavy covers and equipment are involved two Engineers will be needed.

In our "Pool Doctor" section on page 4, Richard looks back to 1970 when his love affair with pools first started and reflects on the principles that remain today, some 54 years later, despite technological advancements. Elsewhere we have provided an insight into the activities that should be considered at this time of year, ideas on pool covers and our support for the Willow Foundation. It is my passion to deliver the very highest standards of service on every visit and I welcome your feedback. Whether it's good, bad or indifferent, your feedback is invaluable in helping me shape the business for the future. I look forward to hearing from you. In the meantime, I appreciate you have a choice, so thank you for trusting us and I wish you a warm, sunny and enjoyable swimming pool season.

Glyn
Technical Director



POOL DESIGN, BUILD & REFURBISHMENT



MAINTENANCE CONTRACTS



POOL/SPA OPENING/CLOSING



RENOVATIONS & REPAIRS



POOL/SPA EQUIPMENT/CHEMICALS



GENERAL POOL/SPA CLEANING



Glyn Richards
Technical Director

POOL OPENING ACTIVITIES...

With opening your outdoor pool and/or spa for the season in mind, we detail the various actions incorporated within our opening procedures.

- Remove winter cover, clean down and fold away
- Commission filtration system
- Valet the pool
- Net and vacuum the debris in the pool, removing all debris if water quality permits. Clean tile band and remove debris from skimmer baskets
- Carry out a full chemical check and balance water as required
- Install summer cover / clean sheet cover
- Lubricate automatic cover running track / brush and clean slatted cover
- Backwash and ensure pool is operating on timeclock

We request customers to ensure the pool is full to just above the skimmer prior to our arrival.

The following additional procedures can be carried out and/or arranged via our trusted partners upon request:

- Gas boiler service – essential to ensure it is working efficiently and safely. Recommended at least every 2 years
- Heat pump service – essential to ensure it is working efficiently. Recommended every 2 years
- UV service – tubes must be replaced every 2 years
- Pressure wash patio and pool copings with chlorine
- Deep clean slatted cover – jet wash and use a slatted cover cleaner
- Deep clean bubble cover
- Filter inspection - the filter sand can be inspected and cleaned on request. If the sand is in poor condition a sand change can be arranged

The start of the season is also a great time to replace any

equipment that is passed it's best. We carry a full range including poles, nets, brushes, vac pipes and testing kits. If there is anything you would like to replace this year, we can offer a **10% reduction** until the end of April. Please contact us should you wish to take advantage of this offer.

We are also able to offer a comprehensive line in robot cleaners for your pool. There have been several improvements in this technology over recent years with the cost of a basic model starting at under £1,000. If you are looking to keep your pool clean in between service visits this can save you a lot of time and inconvenience.

THE WILLOW FOUNDATION



The Willow Foundation is a national charity established in 1999 by Arsenal footballer and BBC sports commentator Bob Wilson and his late wife Megs as a lasting memorial to their daughter, Anna, who died of cancer aged 31.

RTSPSL were delighted to support the Willow Foundation during the summer of 2023 via Knighton Heath Golf Club (KHGC). The Willow Foundation was the charity chosen by the Seniors Captain, Derek Haines for the duration of his captaincy.



Left to right: **Bob Wilson, Andrew Donner, RTSPSL, Derek Haines**

Ian Kirk joined RTSPSL in the spring of 2023 and brings with him a wealth of experience. Ian shares with us an insight into his lifelong love of swimming pools

I joined RTSPSL Just at the beginning of the busy season opening up outdoor pools which had been dormant all winter.

My love of swimming pools goes back much much earlier than spring 2023. As a small child I grew up near Bibury in the Cotswolds. Dad was the head gardener on a vast country estate - there was a swimming pool which we kids could use when the boss was away. If we weren't splashing about in the pool as kids, we were catching tiddlers in the nearby river Windrush.

When I was eleven, we moved to Dorset and I discovered Kinson Swimming Pool. Every spare moment was spent there, all my pocket money got spent there and after endless hours, I taught myself to swim. Swimming Pools became a lifelong magical obsession and as I grew older, I learned to swim competitively, learned to dive from the high boards at The Dolphin pool and became a qualified lifeguard.

When my own family came along my children learned to swim at The Junction in Broadstone, we also enjoyed family outings to the wave pool at the BIC and of course swimming at Dorset's many fabulous beaches.

I was a plumber by trade and loved the work I did - polishing a completed new bathroom or kitchen ready to present to a happy client was always an enjoyable moment. Now with RTSPSL, I get a similar feeling of satisfaction

from cleaning a hot tub, changing its water and leaving it sparkling ready for the next happy user.

After many years plumbing my knees started playing up and I needed to find alternative employment.

I did my pool plant qualifications and was employed in the leisure industry looking after local commercial pools and leisure centres. There are not many public pools in Dorset that I have not worked on in one guise or another!

Creeping closer toward retirement age I decided to find part time work locally. I wanted to do something with swimming pools and work for a company that really care about its customers.

When Glyn interviewed me for the position at RTSPSL we just clicked. It was refreshing to find a company that cared about its customers and also cared about its staff. I am provided with all the equipment I need to do my job. My colleagues are all friendly (between leg pulling) and everyone is happy to offer advice and assistance when its needed. Standards of work are high and communication is clear.

I thoroughly enjoy my job, even when I am outdoors getting frozen, or soaked, or sun burned - not all on the same day!

When you see me working on your swimming pool don't just see an old man with bad knees servicing your pool. If you look closely, you may still see the eleven year old boy who fell in love with swimming and swimming pools and still loves being around water, making it sparkle and seeing happy swimmers using their pool.



Ian

A pool cover serves several purposes such as preventing heat loss and evaporation of the pool water and restricting unwanted debris entering the pool. Many options exist, including the auto slatted type with solar slats as well as coloured PVC and polycarbonate slats. Alternatively, a full safety type cover which can have a surface mounted roller or be fitted within a dry pit flush with the patio or a roller in a neat box that travels over the pool on flush tracks.

Bubble covers are very much an entry level cover which will reduce heat loss and water evaporation but there are several options which can improve heat retention. If you are looking to replace your bubble cover this season, please contact us and we can show you the latest options in materials. They come in more colours than just blue!

Often safety covers are built within a new build pool, however last year, following a visit to SPATEX (the pool, spa and wellness



exhibition), we came across possibly the most stylish safety pool cover on the market. It can be retro fitted to almost any pool and be customised to almost any colour with a very low profile and inconspicuous deck box. Later in the year we had the pleasure in installing our first Coverseal cover to a customer's pool. Fully made to measure and the colour chosen by our client, the result was quite special, as you can see from the picture above. Should you feel a cover such as this could enhance your pool and garden, please contact us for further details and/or a free quotation.

The POOL DOCTOR



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

Our "Pool Doctor" Richard is now entering his 54th year in the pool business. Although semi-retired Richard is still passionate about pools and ensuring the Company continues to deliver the same reliable, professional service as he has strived for since 1970. In his article, the "Pool Doctor" looks at some basic principles that are as relevant now as they were 54 years ago.

As I look back over what will be 54 years in the pool business, despite the many technological advancements in pools and pool equipment, it occurs to me that the basic principles of pool construction, filtration and chemical treatment are very similar now as they were back in 1970. The experience I have gained in the design and construction of countless private, hotel and school pools over the years enables me to assist Glyn and the team when they call upon my knowledge. I would say, however, that knowing how pool builds should have been done is very often far removed from what has actually been done!

As regards sanitisation, over the years there have been many new systems as alternatives to chlorine and bromine and also various dosing systems where some use chlorine as a back-up. However, chlorine remains the most trusted and widely used source of sanitisation today. Back in 1970 all private pools were using liquid chlorine as a sanitiser and liquid

acid to control PH. In liquid form, these chemicals were difficult to store and handle so later in the 70's we saw the introduction of chlorine, bromine and PH increaser/reducer in dry tablet or granular form. As we have discussed in previous newsletters, one particular sanitisation system giving the best of both worlds is the use of UV Quantum units, backed up with chlorine, dispensed through a dosing system. Back in the 70's, sand with gravel to cover and protect the under drains was the most widely used and trusted filter medium. Over the years, many expensive options have appeared, but sand has remained the most versatile and trusted. To preserve its efficiency the sand should be changed every five years so that its filtration capability remains efficient. To aid filtration, flocculants are easy to use with a sand filter together with liquid shock treatment when needed. With regard to heating pool water, in 1970 most private, hotel and school pools were heated by off-peak electricity and then gradually gas heaters took over as the most cost-effective method of heating. Today, we are seeing the latest generation of full inverter heat pumps grow in popularity. As featured in previous newsletters such heaters are extremely efficient and economical to run as well as being environmentally friendly

Richard

Please contact us to discuss your swimming pool requirements!

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**MAINTENANCE
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Richard Tyrrell MISPE
Managing Director