

JHP Plumbing and Heating

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Arendelle Ltd is proud to officially announce that Jack Proffitt, sole trader and founder of **JHP Plumbing and Heating**, has been named the recipient of the prestigious **Excellence Award for 2026**.

The award recognises outstanding business transformation, commitment to operational efficiency, and excellence in trade management. Balancing site work, emergency call-outs, customer quotes, and supplier coordination is no easy task, but Jack’s journey over the past few years demonstrates what can be achieved when top-tier craftsmanship meets proper structural organisation.

When presented with the 2026 accolade during his interview with Madie Mason, Jack’s focus immediately shifted to keeping the momentum going. Setting his sights on the future, he joked: *"How do I win 2027?"*

From Employee to Successful Sole Trader

Jack’s transition into business ownership began naturally. Having spent years as an employee in the trade, the spark to branch out on his own and launch JHP Plumbing and Heating came after visiting the home of Arendelle Ltd owner, Heather Watson.

As a trusted local specialist, JHP Plumbing and Heating provides essential domestic services across the region, covering:

- Emergency call-outs and pipework repairs
- Full boiler installations and maintenance
- Heating system servicing and regular maintenance
- General domestic plumbing infrastructure

However, making the leap from an employed role to running his own full-service trade enterprise brought a whole new set of administrative challenges. Like many tradespeople going self-employed, Jack found that managing back-end paperwork, quotes, and bookkeeping on top of long hours on site was a constant struggle.

"I wouldn't be doing it without you, basically... I'd still be working for somebody. I've got enough on my plate as it is without going home and doing [the paperwork]. It's one or the other for me."

— JACK PROFFITT, FOUNDER OF JHP PLUMBING & HEATING

To elevate his business, Jack partnered with Heather and the team at Arendelle Ltd to overhaul his administrative and bookkeeping systems. Through structured processes,



Award Presentation: Jack Proffitt receiving the 2026 Excellence Award from Madie Mason.

AWARD SUMMARY

- **Recipient:** Jack Proffitt
- **Business:** JHP Plumbing and Heating
- **Award:** 2026 Excellence Award
- **Presenter:** Madie Mason
- **Partner:** Arendelle Ltd

KEY SUCCESS DRIVERS

- Overhauled bookkeeping & paperwork systems
- Strong financial discipline and cash flow management
- Partnership with administrative specialists
- Uncompromised site craftsmanship

consistent tracking, and hands-on support, JHP Plumbing and Heating underwent a complete operational turnaround.

Financial Discipline and Long-Term Growth

Beyond improved daily logistics, Jack credits his growth to learning crucial financial lessons along the way—specifically the importance of consistency over short-term gains.

"You have the good times and the bad times, but you can't get too happy when the money's coming in... It's got to be consistent. If I have a good couple of weeks money-wise, I don't go and spend it just as fast, because you know you have a quiet couple coming in."

— JACK PROFFITT ON FINANCIAL SUSTAINABILITY

With a solid administrative foundation managed alongside Arendelle Ltd, Jack is positioned for continued success as a sole trader. As for what lies ahead? His goals remain clear: maintain high service standards, keep domestic heating and plumbing systems running smoothly, and continue expanding his client base across the region.

Congratulations to Jack Proffitt!

A well-deserved recognition of dedication, business transformation, and excellence in the trade sector.