



HOMES FOR SCOTLAND

AWARDS 2015



FOUNDATIONS FOR THE FUTURE

**JUDGES'
REPORT
2015**

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INTRODUCTION

Now in its 13th year, our annual awards scheme aims to both recognise and promote best practice, standing alone in demonstrating the commitment of members to not only raise standards across the industry but also overcome the barriers impeding the building of much needed homes of all tenures.

Reflecting the areas of greatest industry importance, the categories for 2015 were as follows:

Best Employer	Best Development – large (26+ units)
Employee of the Year	Best Development – medium (11-25 units)
Best Customer Service Initiative	Best Development – small (up to ten units)
Best Partnership in Affordable Housing Delivery	Best Supporting Company
Best Home Design	

All submissions were open to home builder, Registered Social Landlord and associate members with Home Builder of the Year decided by the independent judging panel and Lifetime Achievement by the Homes for Scotland Executive Committee.

Entries for Best Partnership in Affordable Housing Delivery were also welcomed from Local Authority Planning and/or Housing departments.

THE JUDGING PANEL

Our esteemed judging panel this year comprised:



Kareen Davidson
Former Sales & Marketing Director,
Bett Homes (now retired)



Linda Docherty
Chair,
CML Scotland



Phil Ford
Strategic Partnerships Director (Scotland),
CITB



Mike Galloway OBE (Chair)
Director of City Development,
Dundee City Council



Mike Hartley
Sales Director,
Media Scotland



Malcolm MacLeod
Director Scotland,
NHBC



Lynne Sullivan OBE
Chair, The Sullivan Report /
Partner, sustainableBYdesign



Steven Tolson
Chair,
RICS Scotland



Stephen Tucker
Immediate Past Convenor,
RTPI Scotland



Mark Turley
Consultant and Construction Policy
Advisor to the Scottish Government

We were also delighted that former Homes for Scotland Director of Planning **Allan Lundmark** (right) agreed to act as an “industry advisor” to the judges, providing a sounding board for discussion and enabling points of context to be raised.



Allan Lundmark
Industry Advisor/Former Director of Planning,
Homes for Scotland

THE JUDGING PROCESS



The Homes for Scotland Awards aim to raise standards across the industry by recognising and promoting best practice.

The first meeting of the judging panel took place on Tuesday 15th January 2015, with the Homes for Scotland Awards 2015 officially launched on Wednesday 21st January 2015. The closing date for all entries was Friday 27th February 2015.

A total of 74 entries were received with each judge assessing entries across several categories.

The judging process was by single stage assessment based on the quality and content of submissions received. It was further supported by the use of scoring matrices to increase consistency in assessment.

The judges completed the shortlisting process on Thursday 19th March, with awards and commendations agreed on Thursday 2nd April. Details were announced at the Homes for Scotland Annual Lunch & Awards ceremony on Friday 15th May.

CHAIR'S FOREWORD

I was delighted to accept the invitation to chair the judging panel for this year's awards and have hugely enjoyed the whole process. My fellow judges have done a sterling job in assessing all of the applications and I would like to thank them for their professionalism, expertise and strong teamwork which allowed us to collectively ensure that the awards have truly addressed the competition criteria and that the best entries have been recognised.

The home building industry in Scotland continues to bounce back from the recession and this was reflected in the large number and high quality of entries that we received in many of the award categories. However, I would encourage ever more companies and individuals to enter the scheme in future as I believe there is a lot of good work being done out there that is not getting the recognition it deserves. Only by sharing best practice will we be able to improve standards and performance and that must surely benefit the customer as well as the overall sector.

The quality of home builders in Scotland has dramatically improved during my career in planning and this has been across the board in terms of home design, place making, customer care and partnership working. Whilst the industry should be rightly proud of this progress, there is still scope for it to up its game to ensure that the highest possible standards are met by all, not just in the present, but also in the future. Continuous improvement is an absolute essential requirement for everyone involved in the provision of new homes, and that includes my colleagues in national and local government. These awards are part of that process.

Low levels of housing supply in Scotland are still a major concern and we need to work together to get the numbers right. But quantity is only part of the equation: we also need to ensure that quality permeates everything we do and everything we produce. Because of low supply levels, homes will need to last many more years than they

were originally designed for; this will only be possible if we design and build to the highest standards and create places that stand the test of time as sustainable and popular communities.

Last year's chair of the judging panel put it quite straightforwardly: good standard stuff isn't good enough anymore and we need to take that warning to heart. The inspirational quality of the winning entries in this year's awards gives me real hope that we can all step up to that challenge.



Mike Galloway OBE
 Director of City Development
 Dundee City Council

SHORTLIST

The following shortlist was announced on 8th April, with the winners of Lifetime Achievement and Home Builder of the Year announced at the ceremony on Friday 15th May.

1. Best Employer

- Barratt Homes
- Mactaggart & Mickel Homes

2. Employee of the Year

- Scott Pettitt
(Barratt North Scotland)
- Sandra Lockhart
(Bett Homes)
- Heather Henderson
(Springfield Properties)

3. Best Customer Service Initiative

- Mactaggart & Mickel, Cruden and CCG (City Legacy)
- Miller Homes
- Springfield Properties

4. Best Partnership in Affordable Housing Delivery

- Dunedin Canmore Housing & City of Edinburgh Council
Little Road Phase 1, Merchants Court, Edinburgh
- EDI Group & City of Edinburgh Council
Greendykes C, Craigmillar, Edinburgh
- McTaggart Construction, Robertson Homes (Urban Union) & Glasgow City Council
Laurieston, Glasgow
- Rettie & Co, Cruden Group, Hillcrest Housing Association, City of Edinburgh Council and Scottish Futures Trust
Sailmaker Apartments, Leith, Edinburgh

5. Best Home Design

- Dandara
The Beech, Beechwood Grove, Aberdeen
- Merchant Homes
The Gantocks, Gourrock
- Miller Homes
The Heriot, Polofields, Edinburgh
- Robertson Homes
Azure Grand, Westercraigs, Inverness
- Springfield Properties
Muirhouse Rowan, Edinburgh

6. Best Development – large (26+ units)

- CALA Homes
Albert Dock, The Shore, Edinburgh
- CCG (Scotland)
Anderston, Glasgow
- EMA Architects & Glencairn Properties
Bellevue Colonies, Edinburgh
- McTaggart Construction & Robertson Homes (Urban Union)
Laurieston, Glasgow
- Places for People
Roman Fields, Twechar, East Dunbartonshire
- Springfield Properties
Duncansfield, Elgin
- Stewart Milne Homes
*Central Scotland
Laird's Gate, Stewarton*

7. Best Development – medium (11-25 units)

- Eildon Housing Association
Dunwhinny Gardens, Peebles
- Eildon Housing Association
Rodger Fish Gardens, Kelso
- Kingdom Housing Association
Hall Park, Largsward, East Fife
- Mactaggart & Mickel Homes
Lovers' Loan, Dollar, Clackmannanshire
- Springfield Properties
Corstorphine Mews, Edinburgh

8. Best Development – small (up to ten units)

- CALA Homes
The Crescent, Lenzie, East Dunbartonshire
- Springfield Properties
Powderhall Gate, Edinburgh

9. Best Supporting Company

- First Mortgage
- Forster Roofing
- Link Housing Association

AWARDS & COMMENDATIONS



BEST EMPLOYER

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This award sought to acknowledge stand-out organisations operating within the Scottish home building industry able to demonstrate the successful management of their workforce across a range of areas including leadership, engagement, motivation, retention, development and organisational transformation.

Winner:

Mactaggart & Mickel Homes

Showcasing strong evidence of supporting employees and developing talent, the judges felt that this was a stand out submission.

The range of benefits offered to employees is both imaginative and supportive, with the company demonstrating several leading schemes which benefitted the wellbeing of staff. Of particular merit was the shared parental benefits scheme, a commitment to learning and development and an employee engagement forum. The judges were particularly impressed by the very positive employee feedback which backed up this entry.



Commendation:
Barratt Homes

The judges praised Barratt Homes for its carefully considered programmes of work that help build careers for both graduates and apprentices.

The thoughtful workplace benefits and opportunities offered to employees were clearly outlined within this entry, with the judging panel particularly impressed by the training and leadership initiatives offered. From the award-winning Barratt Academy apprenticeship programme to master classes in commercial management, decision-making skills and leadership, the company is committed to ensuring that its employees achieve their full potential.



BARRATT
HOMES
find the one

EMPLOYEE OF THE YEAR

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This category enabled the judges to assess employees of all skills, qualifications, ages and functions at any stage of their careers. A range of attributes were considered including exceptional commitment, going above and beyond regular role and responsibility, showcasing outstanding initiative, making a stand-out contribution, exhibiting exemplary service, achieving remarkable results, displaying top leadership and problem-solving skills.

Winner:

**Heather Henderson,
Springfield Properties**

The judges felt that this substantial application clearly identified how Heather has made a significant difference to Springfield within a short space of time.

In her role as HR Manager, Heather has not only introduced a series of improvements which have resulted in direct and measurable differences for the company in terms of reduced staff turnover and increased profit but has also gone over and above her day job to engage with schools, job centres and charities to the benefit of her organisation and the wider community.

Demonstrating a personal commitment to her own development as well as motivating others, the panel had no hesitation in granting Heather the Employee of the Year award.



BEST CUSTOMER SERVICE INITIATIVE

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SAINT-GOBAIN

With the customer lying at the heart of everything those in the home building industry do, entries in this category were asked to demonstrate excellence and imagination in introducing new, measurable initiatives designed to make the home buying or after sales experience as positive and satisfying as possible.

Winner:

Springfield Properties for the “It’s Included” initiative

The judges were unanimous in granting Springfield this award for the strong and dynamic approach to customer service showcased within the “It’s Included” initiative.

Through its transparent and stress free buying process with added “feel good” factor on move-in day, the company has reacted to customer needs and tailored its specification accordingly by including items which were previously “extras”. The marketing campaign attached to this initiative shows a fresh approach and reinforces customer confidence using simple language to portray a clear message. This has resulted in an increase in both footfall and market share.




Springfield
.co.uk

Commendation:
Miller Homes for
“The Miller Difference”

Focused on an enhanced data system, this robust initiative resulted in benefits to both the business and the customer.

The ‘Salesforce’ system gives access internally to all departments showing the complete customer journey from pre-reservation onwards and therefore communication with the customer is streamlined, quicker and more efficient. This demonstrated a clear commitment by the company to deliver excellent customer service.



miller homes
the place to be®

BEST PARTNERSHIP IN AFFORDABLE HOUSING

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Entries for this award were asked to describe their approach to the delivery of affordable housing, demonstrating new funding arrangements or new partnerships or consortia arrangements. Judges were particularly keen to see entries where the delivery of affordable homes has made a contribution to regeneration.



Winner:

Rettie & co, Cruden Group, Hillcrest Housing Association, City of Edinburgh Council and Scottish Futures Trust for the Sailmaker Apartments project in Leith

The successful culmination of a complex partnership, the judges were very impressed by the way this team had used their own areas of expertise to develop an otherwise mothballed site in order to create 145 affordable homes without grant support.

One of the largest National Housing Trust projects at the time, these mid-rent homes constitute a major contribution to the housing supply challenges facing the capital and offer tenants the prospect of moving to home ownership after five years.



Commendation:**Dunedin Canmore Housing and
City of Edinburgh Council for
Merchant's Court, Little Road,
Edinburgh**

This project is a high quality mixed tenure development of 32 social rent and mid-rent flats for the 55+ age group.

The judges commended this entry as an innovative example of meeting the housing needs of older people in a community setting using a blend of private finance, charitable investment and modest grant support.

The panel was impressed by the development itself as well as the approach to delivery which contributes both to the city's affordable housing supply needs and its Joint Capacity Plan for Older People.



BEST HOME DESIGN

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**Registers
of Scotland**

In this category, judges considered function and form whilst recognising the difference between large and small houses or apartments against detached houses, and the differences between what can be delivered at high and low values. They also considered the extent to which the house contributes to the creation of place.

Winner:

**Robertson Homes for Azure Grand,
Westercraigs, Inverness**

With the flexibility of this home layout allowing for a number of different lifestyles and family groupings (using ground floor and roof volume as possible additional bedrooms, living or work spaces), the judges found this design provided the versatility needed for modern family living with a contemporary style that could also combine successfully with traditional forms and settings.

It also offered all the advantages of open plan living whilst retaining private and quiet spaces for study and different leisure activities – essential for multi-generational living and flexible home working. The outside appearance has generous vertical proportions which give the home a strong character which works with both traditional and contemporary materials.



Robertson
Homes

BEST DEVELOPMENT: LARGE (26+ UNITS)

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With a consensus that successful places:

- have a strong sense of character and identity
- form safe and pleasant spaces to be in
- are easy to move around in
- are welcoming to all
- can adapt to changing community needs
- use resources efficiently, addressing the low carbon and sustainability agenda,

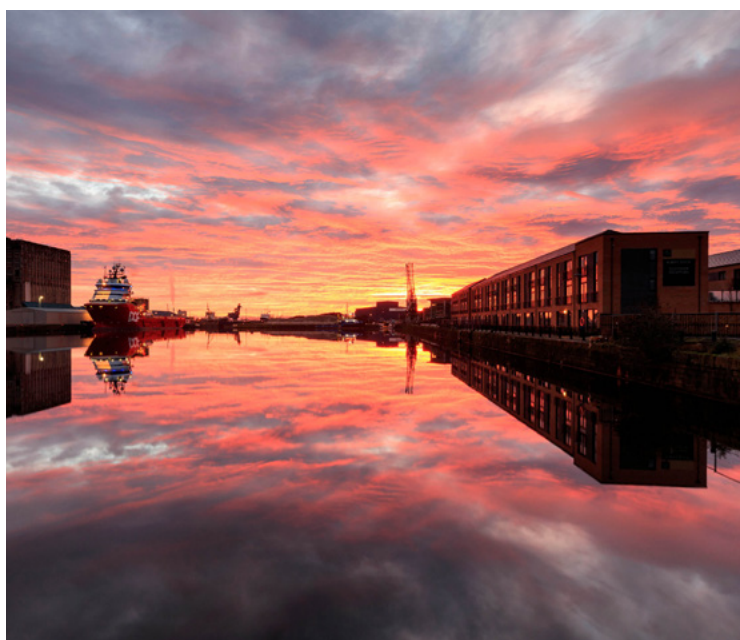
entries for the Best Development categories were asked to demonstrate how each of these policy challenges have been addressed to create high quality environments for people to live.

Winner:

**CALA Homes for Albert Dock,
The Shore, Edinburgh**

This development stood out for its approach to addressing the challenge of developing a narrow site which sits between a working dock and a future tram halt in a regeneration area still in transition through uncomplicated linear build forms.

In particular, the design of the private open space within the mews lane at ground level and the use of first floor terraced decks greatly enhance a sense of community within the development.



Commendation:

EMA Architects and Glencairn Properties for Bellevue Colonies, Edinburgh

Based around a mix of flats and colony style housing, the judges took the view that this contemporary approach to deliver a close relationship with neighbouring properties and a common sense of identity works and works well.

Set in a vibrant location, the project has developed a unique character reflecting a range of architectural styles along its length.

The judges considered the project a trailblazer if the genre is to be resurrected.



ema
architects+masterplanners

 GLENCAIRN PROPERTIES

Commendation:**McTaggart Construction and Robertson Homes (Urban Union) for Laurieston, Glasgow**

The character of this development follows a contemporary tenement form with a variety of home types – apartments, maisonettes and terraced houses.

The judges commended this project for the uncomplicated manner in which it reinforces the work undertaken to rebuild a vibrant community. The development builds on the urban character of Glasgow, with clearly defined blocks reinforcing the grid-like quality of the city.



McTaggart
CONSTRUCTION

Robertson
Homes

Commendation:**Places for People for Roman Fields,
Twechar, East Dunbartonshire**

This two-storey development provides a range of house types to ensure that people at different stages of their lives can be accommodated. The judges were impressed by demonstrations of innovation, the scale of development and its context.

The clean uncluttered lines of the houses and the care and attention given to the landscape setting for the development are products of a community-led design working group. This judges felt that the development sets a benchmark for future edge of settlement residential developments in East Dunbartonshire.



places
for people

BEST DEVELOPMENT: MEDIUM (11-25 UNITS)

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Winner:

**Eildon Housing Association for
Dunwhinny Gardens, Peebles**

Eildon Housing Association has produced a high quality project that embraces current design policies and guidance and developed these with sound detailing of buildings, the inter-relationship of spaces and landscape arrangements.

The end result is a development of distinctive character that sets an excellent benchmark for future Scottish housing developments and one which stuck out to the judging panel as a worthy winner in this category.



Commendation:

**Springfield Properties for
Corstorphine Mews, Edinburgh**

The panel considered Corstorphine Mews an excellent illustration of a well-designed project which enhances an existing place. The thoughtful approach utilised throughout recognises existing neighbours and gets the context just right. The design process demonstrates an adaptable approach by testing a variety of options before arriving at a project that is highly commendable.



BEST DEVELOPMENT: SMALL (UP TO 10 UNITS)

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Winner:

**Springfield Properties for
Powderhall Gate, Edinburgh**

The judges were impressed by the fresh and modern outlook delivered by this development of terraced townhouses in Powderhall Village.

The external elevations reference adjacent properties of a similar type but are enhanced by subtle architectural design and the use of different contrasting materials.



BEST SUPPORTING COMPANY

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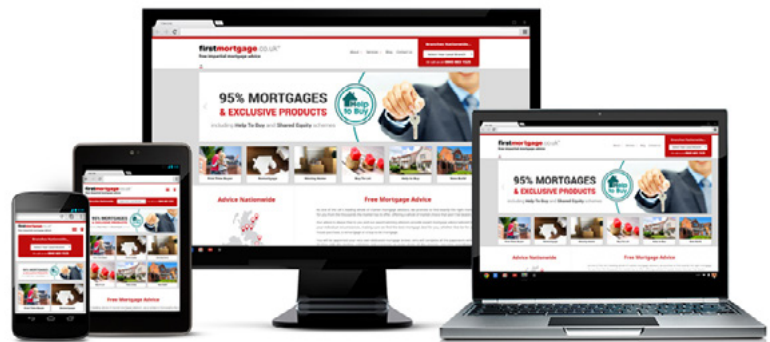
BRODIES^{LLP}

The contribution associate members play in the work of Homes for Scotland is highly valued, facilitating and increasing the organisation's strength and credibility as it seeks the industry's growth and success. This award has been specifically designed to celebrate that support.

Winner:
First Mortgage

With a comprehensive review of the mortgage market taking place last year, builders have never relied more on the skills and expertise of the mortgage broker to guide potential buyers through the maze of house purchase.

The judges found that First Mortgage have excelled in this regard, playing an integral part in simplifying the home buying process for both buyer and builder, developing key relationships with local and national builders and offering a dedicated team of specialists working seven days a week to deliver first class service.



firstmortgage.co.uk

LIFETIME ACHIEVEMENT

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This award recognises individuals who have made a special contribution to the home building industry in Scotland.

Awarded to Bill Robertson CBE

Founding Robertson Group in 1966, a family business of which he is still at the helm as Executive Chairman, Bill has steered the business through ever-changing industry conditions with a steady hand and a head for strategy.

Robertson is now the largest privately owned construction, infrastructure and support services company in Scotland, with home building an integral part of the business from the very early years.

Throughout his half century in the business, Bill has demonstrated a tremendous commitment to home building – one which is still ongoing and has translated into thousands of high quality homes and secure jobs across the country.



SPECIAL AWARD

Awarded to Allan Lundmark

The Board and wider membership of Homes for Scotland wished to acknowledge the contribution made by former Director of Planning Allan Lundmark over his 13 years of service.

During that time Allan worked tirelessly in promoting the need for new homes and specifically:

- ensured that Homes for Scotland heavily influenced the new planning system under the 2006 Act
- secured significant improvements to Scottish Planning Policy
- ensured a strong industry voice in the design and placemaking agenda



THE HOMES FOR SCOTLAND HOME BUILDER OF THE YEAR 2015

**Winner:
Springfield Properties**

The judges were in agreement that Springfield Properties was the outright winner of this top accolade based upon its demonstrations of innovation across a wide range of categories.

Springfield entered eight submissions with five making the judges' first cut shortlist. One of these entries received a commendation under best medium development and three went on to become category winners.

A strong focus on improving customer service and providing a transparent and stress-free buying process saw the "It's Included" campaign take the top spot for Best Customer Service Initiative.

The judges were hugely impressed by the modernity demonstrated within Powderhall Gate's development of terraced townhouses in Edinburgh.

And the submission for Employee of the Year clearly showcased HR Manager Heather Henderson as a stand-out candidate whose people skills, commercial awareness and managerial abilities have made a significant difference to Springfield's business practices.



The FULL Monty...

IT'S INCLUDED.

<p>The Complete Kitchen</p> <ul style="list-style-type: none"> A choice of worktops, cabinets, doors and handles. Choice sink, hood and microwave. Dishwasher, fridge freezer and washing machine/dryer. Chrome developer and potcans. 	<p>The Complete Bathroom, en-suite and WC</p> <ul style="list-style-type: none"> Separate bathroom wets and shower over the bath. Class shower screens and doors. Full height sliding mirrored bath and hot light on other walls. Frosted mirror and chrome towel warmer. Chrome downlights. Shower enclosures in bathrooms and en-suites. 	<p>The Complete Garden</p> <ul style="list-style-type: none"> Block paved driveways. Turfed front and back gardens. 1.8m screen fence around rear and gate. Quality front and rear light. Outside tap. Rugby clothes dryer. 	<p>The Complete Finish</p> <ul style="list-style-type: none"> Choice of paint colour for each room. Chrome sockets and switches on the ground floor. DVD, TV and BT points. Chrome door handles. Glazed doors to public rooms (except bathroom). Carpets and flooring. Fitted wardrobes in most bedrooms.
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