

Homes for Scotland Quality Awards 2010

<p><i>Winner of Affordable Housing Award</i></p>	<p>Sponsored by </p>
	<p>Stewart Milne Construction for its development at Muirton in Perth on behalf of Perthshire Housing Association. This development, the second phase of a three phase regeneration project in Perth's Muirton area, provides 69 new homes along with a community resource centre, and in that sense is a "housing plus" initiative.</p> <p>The delivery of the project impressed the judges because of the strong emphasis placed on partnership working. Having the design team, client and contractor working closely together resulted in a range of benefits, including strong cost management which allowed savings to be diverted into landscaping and environmental works. Most importantly, the end result has been one which sees an exciting development with a strong sense of place and happy customers.</p>
<p><i>Commended:</i></p>	
	<p>Springfield Properties for its approach to volume delivery developments, particularly in more challenging rural areas, which also reduces the cost of infrastructure and general overheads.</p>
<p><i>Commended:</i></p>	
	<p>Link Properties for its provision of 73 homes in Wood Street, Grangemouth which provides a mixture of house types and tenures and demonstrates impressive partnership and marketing approaches.</p>

Winner of Skills & Training Award

Sponsored by 



Cruden Homes / Taylor Wimpey for its efforts to ensure that 225 training places are guaranteed within the local community as part of their joint initiative to build 900 homes over the next 10 years on behalf of Raploch Urban Regeneration Company.

With extremely positive feedback received from participants in the project, the judges felt that this entry stood out as the project has clearly helped local people in a deprived community to find training and employment opportunities within a relatively short timescale. The investment in a local resource centre at Raploch, to provide people with jobs and training at the heart of the community, was particularly welcomed.

Commended:



Forster Roofing for its innovative approach to delivering an educational programme for secondary school pupils on commercial premises. The judges felt that the company's partnership with Angus College and Brechin High School to design a unique model for the delivery of the roofing unit of a vocational roofing qualification through the 'Construction Crafts' course clearly highlighted strong links to the local community and provided a model of best practice which could be replicated in other areas.

Winner of Health & Safety Award

Sponsored by 



Bett Homes for its demonstration of strong leadership in the development of a three year 'Stay Safe' campaign which targeted the whole workforce including sub-contractors and the supply chain following an audit that identified the need to enhance awareness.

Bett's programme is innovative and considers areas of work where accident and ill health incident rates are high. The judges believe the company should be commended for its work on occupational health which is particularly difficult to tackle within the construction industry.

Winner of Community Engagement Award

Sponsored by 



Cruden Homes / Taylor Wimpey for their early, meaningful and continuous involvement with the community at Raploch as part of the area's regeneration which will see the building of 900 homes over the next ten years.

This entry, which the judges viewed as standing head and shoulders above the others, exemplified the difference between consultation and actual engagement.

The process showed an astute understanding of the community: one which traditionally would have been 'disengaged' from such processes. Innovative methods of gathering feedback were carefully tailored to the community.

The success of the approach was evident through the impressive level of interest and participation generated, which must be the envy of anyone trying to engage with communities. The size and timescale of the Raploch project makes the achievements all the more laudable.

Winner of Customer Care Award

Sponsored by 



Stewart Milne Homes for its development of specific products to meet customer needs, particularly in response to the credit crunch and the tighter lending criteria facing the First Time Buyer market.

The company has identified common customer needs (such as affordability, product relevance and effective two-way communication) and, as a result, it is offering products (eg insurance cover), that are of tangible and longer-term benefit to customers.

Having achieved an outstanding 100% endorsement from customers who would recommend the company to others, Stewart Milne has demonstrated full commitment to customer care throughout the customer journey and set the bar high in terms of industry best practice.

<p><i>Commended:</i></p>	
	<p>Cala Homes for its demonstration of corporate leadership in giving priority to customer care and embedding it in the ethos of the organisation, resulting in delivery of customer care to a consistently high standard, before, during and after the sale.</p> <p>The judges were particularly impressed by the Customer Charter and its clear link into the staff training and development agenda.</p>
<p><i>Winner of Environment & Sustainability Award</i></p>	<p style="text-align: right;">Sponsored by </p>
	<p>Dawn Homes for its 'Aurora' House. The judges considered this entry exceptional in delivering a zero-carbon (operational energy) Code 5 house as a prototype in partnership with South Lanarkshire College, addressing the difficult issues of supply chain, partnership working and skills development which are needed to ensure such exemplars can be delivered at community scale in the future.</p> <p>The judges particularly welcomed the focus on optimizing and improving current construction practice to deliver exceptional energy efficiency in building fabric, linked with the use of a range of technologies whose effectiveness is being monitored by Glasgow Caledonian University.</p> <p>Dawn Homes' pioneering of this comprehensive approach to delivering an exciting and contemporary housing product will enable them to apply 2013 energy and resource standards to community developments as early as 2011.</p>
<p><i>Commended:</i></p>	
	<p>CCG for its 'IQ' System. The judges wished to recognise this innovative approach to developing higher performance timber frame products at CCG's Glasgow factory, delivering a range of options for increasing prefabrication and energy efficiency. They congratulate the partnership approach to research, which includes various centres at Napier University, and the flexible approach to delivery anticipating differing requirements for on-site and off-site installations and standardized or customized components and finishes.</p>

<i>Commended:</i>	
	<p>Lomond Homes for its 'Dynamic Breathing Wall'. This innovation in insulating panels applicable to open panel timber frame has been developed in conjunction with a new business offshoot from Aberdeen University and is being trialled with Kingdom Housing Association on a development in Fife. Dynamic insulation is an exciting concept with the potential to increase energy efficiency by up to a third by pre-warming ventilation air by drawing it through building fabric. The judges look forward to hearing more about actual savings in heating bills which the first pilots deliver.</p>
<p><i>Winner of Key Agency Working Award</i></p>	<p><i>Sponsored by Scottish Water, SEPA, Scottish Natural Heritage, Historic Scotland, Transport Scotland, Architecture + Design Scotland</i></p>
	<p>Highland Council for its pre-application service which is a prime example of how to engage early with agencies to avoid "show stopping" issues and work with them towards sustainable economic growth.</p> <p>Embracing the ethos and ambition of planning reform, this pioneering model can be used by other planning authorities and key agencies alike to shape pre-application discussions.</p>
<i>Commended:</i>	
	<p>Charles Church for its Rowallan Castle Estate, East Ayrshire.</p> <p>The judges considered this solution-based approach to partnership working in a tricky environment a good example of working with agencies and a range of issues.</p> <p>The outcome produced sympathetic consideration of listed historical buildings, enhanced landscape setting and careful consideration of drainage, habitats and protected species.</p>

Special Judges' Award

Sponsored by 



Whilst every company and organisation that participated in the Quality Awards is to be congratulated on their efforts, the judging panel wished to make a special award in recognition of the contribution one company has made to home building in Scotland not just this year but consistently over a number of years.

This company made excellent submissions in each of the seven awards categories this year and was shortlisted in most. It is a progressive company that has built a reputation for quality, innovation, environmental sustainability and customer care. It has embraced the challenges of modernising the planning system, shown a commitment to meaningful community engagement and has demonstrated a willingness to pursue challenging, innovative place-making initiatives most notably in the acclaimed Polnoon project. It is coincidentally celebrating its 85th anniversary. In recognition of its achievements and contribution to house building and home making in Scotland the Panel wishes to make a special industry award to **Mactaggart & Mickel**.