

Meeting Mike

Mike was recommended to us by a friend who has worked in the building trade for many years. Mike had been involved in many projects that were similar or bigger in scale to what we had planned. When we met Mike he was happy to discuss our plans and explained in clear terms how he could help with our house build.

Working to realise our plans

Once we began our detailed discussions with Mike he took great care to run through the project in detail and provided us with plans and an overall solution to our build.

This was extremely useful as it gave us a good basis to how Mike would manage the build and where we would have to input our own thoughts and detail also.

Working on the timescales

At all times Mike provided us with excellent detail and timescales of the full build. Although timescales can be planned, often these are outwith the control of the builder in terms of weather and suppliers. However Mike and his team still adhered to the rigorous timescale to the best of their ability.

Adjusting to delays and problems

Our building schedule was delayed slightly due to the winter weather and we had problems with third party suppliers. These were both outwith Mike's control but at all times he remained calm and gave us plenty of information and most of all gave us full confidence in his ability to deal with the problems that can sometimes occur.

Managing demolition

Mike and his team were versatile and willing to take on all aspects of our project which also required demolition work to be carried out. The work was essential to the project and was managed effectively and safely by Mike and his team at all times.

Preparing the ground

The attention to detail which Mike and his team displayed at the start of our project gave us huge confidence in the way the rest of the project would proceed. This part of the project needed good time management to ensure everything was in place at the right time from cement suppliers to extra people to ensure all was prepared and put in place correctly.

Laying the foundations

Mike liaised with both the engineer and surveyor in respect to this part of our project to ensure all aspects of the detailed slab and foundations were laid safely and with an eye for detail that covered all that was required and more.

Preparing the foundation for the kit

At an earlier stage Mike was involved in the specification and content of our building kit. Items of concern were raised and discussed directly with the supplier quickly and effectively to ensure that there would be no delay to the build plan.

Rolling out the kit

The kit arrived and was handled efficiently by Mike and his team. This was a complex kit, which involved some new items within the structure. All these items were worked on with no problem from the team. The team efforts in moving the kit to completion even in the January weather could not be faulted in any way.

Working on the roof

The roof was a complex and large part of the build. The components required detailed steps to ensure that everything was ready for the roof construction.

The components were then lifted onto the roof with a crane and Mike's team successfully worked to do this safely and with a very high degree of accuracy.

Mike's management of these varied components ensured the successful completion ahead of schedule.

Topping out and wind and water tight

Once the roof was on, Mike's team worked quickly to make the building wind and water tight.

This part of the build required close attention to detail on windows, doors and other components to make this a success. This part of the build was done with care and quality that showed later in the build.

Internal roughing

The major part of the roughing work was the initial installation of electrics and plumbing. Mike was on hand at all times to liaise with the different trades to ensure success.

If there were any issues these were dealt with by Mike and communicated back to ourselves promptly. This kept us aware of all aspects of the project and we were very happy that things were progressing well.

Working with trades inside and out

Mike showed his excellent skills in managing the variety of facets a building project contains. We had roofers, brick layers, carpenters, plumbers, electricians and other key trades involved in the house.

At all times, Mike's team managed the work programme. They ensured smooth hand off with each of the trades and were flexible when differing trades needed access outwith the schedule ensuring safety and quality shown through.

Working with neighbours and complying with the planning.

At all times Mike was considerate of our new neighbours. Building hours were always considerate of others and noise and dust was kept to the very minimum. Proper steps were taken to ensure safety of immediate neighbours and their properties.

Mike appraised the neighbours of any issues that may arise to ensure their continued safety and cooperation. At all stages Mike worked within the limits of the planning and building control details. He worked with planning, building control, NHBC, Health and Safety and others to resolve any questions they had when there were any site visits.

An eye for detail – Internal and External finishing's

At all stages of our build Mike and his team had a brilliant eye for detail. The skills and experience which Mike possesses was essential to the success of our build.

This stage involved working closely with third party suppliers and tradesmen to ensure the high quality of everything from the brickwork and dry dash thru to the installation and protection of doors, kitchens, bathrooms and other quality woodwork components in the build.

Wherever there was a problem or something that did not meet Mike or his team's high standards, this was identified and work was undertaken to resolve the issue quickly. Even with third parties or when goods received for the build were incorrect or damaged, this was quickly resolved.

This was a challenge at times however Mike's manner and professional approach always sought the best outcome as quickly as possible with the minimum detrimental effect to the build schedule.

Getting it right

In our opinion Mike and his team sought from day one through to the completion of the project to "get it right".

They should be commended for doing this in a manner that sought to resolve and avoid unnecessary confrontation that can often plague a build process.

I can honestly say we enjoyed our build, absolutely love our new house and are very appreciative of the work and effort shown by Mike and his team.

Follow-up and customer care

Our build project with Mike has been the best we have experienced. Mike and his team have always ensured that customer care was part of their quality management and product.

In every build there is always a level of finessing and fixing required at the very end of the process. Before Mike went off site he ensured that all items were resolved.

Mike could be relied upon to return and resolve any snagging issues which arose later on even when the original work was performed by a third party.

Mike and his team were always keen to ensure things were resolved quickly with the same quality and attention to detail we experienced throughout the whole project.

We would not hesitate to contact Mike and his team for any future build.

We would also recommend anyone considering a building project to work with Mike and his team.

You won't be disappointed!