Marc Huyton covering letter.

I joined Story Homes on the 26th June 2016 on phase 2 of the Highwood site, I will never forget my first day on site, as I stepped out of my car with my new Production Manager (who is no longer here) I was greeted by a fencer who was using a chain saw wearing just trainers and shorts, to my amazement the PM and fencer then nodded at each other and exchanged ‘hellos’. I was soon to realise that a lot of the things I had heard about Highwood where true.

The site was known to be the worst in the company for health and safety, quality, customer care and production.

Seven months later and with the majority of personnel the same as the day I started the site has gone full circle, I am now told by various subcontractors and members of Story Homes staff that Highwood is among the top sites in region 3. There is still a way to go to get the site to where it needs to be but it’s now going in the right direction.

**Health and Safety.**

I have a good proven record for health & safety, the safety inspection carried out by RGW the week before I started had 3 red items, 2 ambers, 5 yellows & 3 greens, for the past 4 months Highwood has been the best for safety in the region. At my last company my site achieved site of the year for safety, this was based on the scores from each monthly safety inspection.

During my career I have worked on a wide range of projects including high rise apartments in city centres, upgrading of hospitals that where still open and being used and various housing schemes using different methods of construction.

I believe I can help other Managers improve their safety awareness by passing on my knowledge that I have gained through experience and training from the various projects I have been part of.

**Quality and customer care.**

Quality and customer care is another area where I am very strong, I have proved over the last ten years, whilst I was at Elite Homes my site got through to the latter stages of the NHBC, the reason I didn’t progress was that the company had just had their year end and there was no finished plots or 1st fixes the inspectors could look at, I also had a plot up to 1st lift brickwork that they inspected, the week before I had to get rid of the bricklayers due to poor workmanship.

At Elite we had a quarterly competition with a bonus given to the site across both regions with the best In House survey results, during my last 12 months I won it 3 times, the other quarter I was building the Show homes. It was common knowledge that I was consistently producing homes with 0 items customer care. Martin Leake brought me to Story Homes due to my record at Elite Homes.

At Countryside Properties I completed 120 homes in 12 months, Countryside have a policy where either a Customer Care Manager or Director thoroughly inspect every area internally & externally of the plots prior to handover then score the plots accordingly, my site had the most completions over the year and the best scores. The highlight of my career so far was completing the 120 plots and achieving 92% on the HBF surveys, the company average that year was a 3\* close to 2\*

At Story Homes I have had some very challenging plots, the quality is not consistent yet as it’s been struggle sometimes just to get them complete on time, this will change once we get our March completions out of the way as I am in a good place going forward.

As far as I am aware I have had no negative HBF surveys from Highwood since I have been the Site Manager which has also been an achievement.

I have a wealth of experience that I can share with other Managers to help our company achieve and maintain our 5\* status.

**Production**

My last 3 roles as a Site Manager have been on busy demanding sites. When I started at Story Homes I was shown the tracker and almost every plot was behind, the site is nearly back on track now, come the end of March this site if it carries on as we are going should be a walk in the park, I have most of the subcontractors pulling in the same direction and working together now.

At Countryside I completed 120 homes in 12 months this was a timber frame site. I had weekly subcontractor meetings where all the subcontractors would sit round the table and discuss the Excel daily programme that I produced for the coming weeks, if we had any problems we would sort them out there and then. I started using this meeting and programme format within a couple of weeks of starting at Highwood, this is now proving successful.

I first started using this Excel programme at New City Vision where I completed 150 units in 14 months, these were constructed from thin joint system and where a mixture of open market & social housing. The site was in a similar state to Highwood when I first arrived but slowly I turned it round. I started off on the open market phase of the site then I was moved to the social housing side to turn that around which I also did, in the end I was running both phases with 2 Assistant Managers and a finishing foreman.

I am confident I can carry out the Production Manager role at Story Homes due to my past experience and the proven methods I use. I am now familiar with a lot of our house types and the procedures we have in place.

In the seven months I have been at Story I have proved I am a strong Site Manager I have proved my ability in Health and safety, quality, customer care and production. I know I can assist and improve other Manager’s and that I would be an asset to the company as a Production Manager.

Kind regards

Marc Huyton.