

BUILDING ON THEIR SUCCESS

By Sue Hoban

The husband-and-wife team behind the successful boutique building company MCH Building are determined to use their success at the recent Housing Awards to help promote the image and professionalism of domestic builders.

Mike and Clare Griggs' Forestville company won four categories in the Housing Industry Association's annual awards –NSW Business Partner of the Year for Clare Griggs; Best NSW Renovation under \$600,000 for a home in Tyalla Avenue, Frenchs Forest; Best Large Bathroom Project in NSW; and NSW Bathroom Project of the Year.



The Griggs' believe the success of MCH Building is partly due to the diverse range of experience they bring to the business.

The couple say good presentation and good communication with customers are among the keys to their success.

"The image of the builder has suffered recently and the perception is that all builders are rich and greedy and out to get you and that's not the case. All the tradesmen we work with work incredibly long hours and none are wealthy so winning the awards seemed like the perfect opportunity to draw attention to the people who are doing really good things within the industry." Clare said.

Despite all the positives, the pair concede builders' jobs have got a lot tougher in recent years with the external demands like the GST and home warranty issues adding to the complexity and the time it takes to run their businesses.

But some of the other challenges have come from less obvious quarters. They include the rash of DIY television shows that have "given people the idea they can renovate a house in a weekend. These shows have also inadvertently mislead some people as to the real cost of professional renovating."

HIA judges said Clare's win in the very competitive business partner category of the awards was due to her infectious enthusiasm for the business and the industry, her willingness to get out on the building site and get her hands dirty and the value added services she had introduced.

These include a personal shopping service and, drawing on her design skills, the introduction of two services. FAKEOVERS helps clients copy expensive looks at a fraction of the price and FAKING IT involves using what the client has to 'fake a renovation look'.