



AL CHARLES

**Events Secretary of the Black Country
Constructing Excellence Club**

Business Improvement Manager & Advisor

Coming from a trade background, Albert has worked in the construction industry for over 50 years, having commenced work as an apprentice bricklayer.

As a Contracts Manager for a small general contractor carrying out high quality refurbishment and maintenance projects for prestigious clients, including The Bishop of Birmingham and Birmingham University, he developed his organizational and people management skills.

After a spell with the Estates and Property Unit of South Staffordshire Water Works Company his social and political persuasions led him into Social Housing when he became a Maintenance Manager with the Housing Department of Walsall MBC. During the WMBC Neighbourhood Office concept period he implemented several innovative cyclical, remedial and response repairs processes.

At the transfer of Walsall's housing stock he was appointed Customer Liaison Manager, project managing the creation of a customer liaison forum consisting of 8 constructor partners based on a 60/40 quality/cost PPC 2000 contract.

Under his direction the partnership achieved Constructing Excellence Demonstration Project status and still leads the field in customer satisfaction processes, management and results. This activity was based on the refurbishment of 22k homes on a 5/7 year programme with a £211 million budget. A major part of the Constructing Excellence Award was proving that the partnership had trained its staff and that a customer led environment had been created – see www.constructingexcellence.org.uk for further information.

Since the commencement of his company Albert F Charles Consulting, in 2005, the practice has been retained as Social Housing advisor by a number of associate clients, has facilitated further Housing Forum Constructing Excellence Demonstration Projects, been appointed as an independent board member to the board of EPIC, a local Registered Social Landlord, and is currently Regional Demonstration Coordinator for West Midlands Centre for Constructing Excellence specializing in social housing, is a founder member of the Black Country Constructing Excellence Club and is currently serving on the Constructing Excellence Demonstration Project Midland Panel.

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