

echelon was formed by Mathew Baxter in early 2005 to respond to the development of long term Partnering arrangements within the Social Housing sector. Through an emphasis on delivering exceptional service to our customers, the business has grown rapidly to become a market leader in the various services it offers the sector.

We pride ourselves in the fact that we have secured repeat business from every Client we have worked with and through the development of a series of standard 'tools' have been able to develop bespoke solutions to deliver our Clients aspirations.



The echelon team have a wide range of experience with Social Housing Clients and Contractors built around the ethos of developing bespoke solutions for our Clients

[Find out more about the team overleaf ▶](#)

Asset Management

echelon have assisted Clients in challenging their traditional approach to Asset Management. Using a highly advanced stock condition management tool to collect key data echelon has developed a process of stock condition validation enabling organisations to ascertain their Decent Homes position (including HHSRS data) based on actual data.

Best Value Reviews

echelon adopt a unique approach that concentrates on full stakeholder involvement in the process to ensure we are looking from within to challenge the way in which a service is delivered.

Partnering Implementation

There is no 'one size fits all' approach to Partnering and we have developed a Partnering Tool Kit that provides a standardised process, but delivers a bespoke solution.

Procurement Advice

We have developed a procurement model that supports the Client through the OJEU process using a standard template that can be developed for all procurement scenarios.

Performance Management and KPI Implementation

echelon has developed a successful performance management model that ensures all the stakeholders involved in the delivery of a project are fully involved in the development and management of performance data with an emphasis on only measuring what is important to the project.

Project Management

echelon's involvement as Project Managers is to help the Partnering Team develop a project plan. Our vast management experience ensures projects are on time, meeting quality objectives, satisfying the end users and are delivered within budget.

Resident Participation

We have successfully trained and supported Resident groups on numerous projects and continue to provide ongoing support to ensure Resident participation is maximised.

Partnering 'Health Checks'

echelon has developed a bespoke approach to undertaking a comprehensive review of any existing partnership under our 'Partnering Health check' process.

Interim Management and Integration

echelon are able to offer Interim Management support across the whole range of Asset Management services and have provided interim support within Client and Contractor organisations.

Staff Profiling

echelon are recruiting Senior and Executive staff on behalf of Clients using Thomas profiling techniques as a key part of an innovative selection process.

Process Mapping

echelon are able to map the business processes of your organisation and due to our vast experience of Social Housing offer constructive process improvement feedback.



Meet the echelon team

The most important asset that echelon has is its people. We believe that the echelon team offers our customers a unique and unrivalled pool of experience within the Social Housing sector. We have extensive experience of delivering Partnering Agreements from all aspects including extensive Client and Contractor roles.

Our staff are highly motivated and we pride ourselves on the level of positive feedback we receive from Clients on the standard and quality of our team. echelon is an owner managed company and we are encouraging all staff to become Stakeholders in the business with a team approach to both developing the business and sharing in our successes.



Mathew Baxter ICIOB MIOd
Managing Director

Prior to starting echelon, Mathew has over 17 years experience in the Construction Industry as Client, Contractor and Consultant. 12 years of this experience has been in the Social Housing sector and Mathew was at the forefront of developing Partnering projects as a Client and has unrivalled experience of delivering Asset Management projects from all perspectives.



Luke Driscoll ICIOB BSc (Hons) - **Consultant**

Having grown up surrounded by a family business in the Construction Industry, Luke studied Building Surveying at Reading University, before working in traditional Building Surveying/Facilities Management & Contractor roles within the Private and Social Housing sectors.



Alan Bates - Cost Consultant

Alan is an experienced Consultant with over 40 years of commercial experience working across different sectors and project values. Most of his experience has been in Quantity Surveying working within the Public sector.

Alan began his career in a traditional QS environment and is well established in the fundamental principles of building, measurement and pricing.



Stuart Edwards - Consultant

A highly committed professional with over 10 years experience at Senior Management Level within Housing Management & Maintenance. A strong track record of delivering performance targets and achieving results through inspiring leadership, using enthusiasm, exceptional communication and relationship management skills to gain commitment at all levels



David Manning BSc MBA DipProjMan MRICS

David is a Chartered Project Management Surveyor with nearly thirty years experience in Construction and Property as Client and Consultant, including maintenance and facilities management of in-house and Consultant teams dealing with varied estates, including infrastructure, education, care homes and housing. The last 10 years have been focused on procuring and managing the delivery of regeneration and housing works.



Nicky Hastie - Office Manager

Prior to joining echelon as Office Manager, Nicky had over 7 years experience working for a Registered Social Landlord and also 5 years working in the Finance Industry. As such, as well as providing the backbone of the Company, Nicky is also able to contribute at project level and has directly supported the development of several projects.



Aaron John MA - **Director**

Aaron has over 10 years experience in the Repairs and Maintenance Industry as Client and Contractor. 8 years of this experience has been working in the Social Housing Sector as a Client in several roles. As a Contractor leading a team, Aaron was responsible for the mobilisation of all new contracts as well as KPI development and implementation, project health checks, process mapping and developing best practice.



Tony Herbert MSc - **Systems Consultant**

Prior to joining echelon, Tony ran an IT Company developing bespoke software applications for Housing Associations and Local Authorities for six years.

Previously he advised organisations regarding system procurement, integration and development. Prior to that he was Computer Manager for a London-based Housing Association for five years. He has also worked within programmed works, capital management and DLO Financial Management.



Pamela Wright - Consultant

Pamela has over 15 years experience in the Customer Service environment, having worked in the Public Sector and most recently having spent a number of years working in the Construction Industry for a National Contractor operating solely in the Social Housing Sector.

Pamela has amassed a wealth of experience assisting key stakeholders to achieve their investment programmes and establishing and working alongside Resident groups.



Clive Wilson MRICS, BSc (Hon)

Clive is a Chartered Surveyor with over 30 years of experience in the Construction Industry. For over 10 years he has been advising on Public Private Partnerships (PPP). He has worked on the client side as well as advising Lenders and Contractors. He relishes the dynamic development of Commercial Partnerships between the Public Sector and the Private Sector.



Clair Moore

Prior to joining echelon Clair has been working in the Construction Industry, primarily in the Social Housing arena for over seven years. During her time in the Industry she has been working for a National Contractor supporting their Mobilisation and for National builders Merchant's and has vast experience in account management and business development.



Nicola Attwood - Accounts Manager

Nicola has experience working within the Construction Industry having been Accounts Manager for a General Builder prior to joining echelon. Nicola also has previous experience working in Estate Agency.