



# RESOLUTION

The final piece  
in your business success

**We provide advice  
and guidance on:**

- Dispute Resolution
- Consumer Law
- Contract terms and conditions
- Litigation
- Technical problems
- Building Regulations Advice
- Expert Witness Reports



All the services  
listed and more  
for a small  
**monthly  
fee**



## RESOLUTION

# Construction dispute resolution, technical & legal services

*We are your essential business support*

Difficult customers?  
Owed money?  
Being sued?

All businesses in construction whether small or large will have disputes, troublesome customers and / or suppliers, technical challenges, Building Regulation queries, keeping up to date with Consumer Law and Contract Law etc...

All of these matters can be a real headache, that is unless you are able to call on someone like **HAS Resolution**.

We have been offering these services in construction for 25 years, from a sole trader builder to companies employing 70 or more people. We offer a quick professional service for a small monthly fee which provides you with the support you need in the event of a problem arising and allows you to deal with the more profitable parts of your business.

*We are your  
'knight in shining armour'*

Need to issue a summons?  
Need to defend a summons?  
Problem with a supplier?

All the above interruptions to your business can cause you stress, anxiety and a **lot of money**  
**That is unless you are a HAS RESOLUTION Business Partner!**



*‘Sooner or later you will have a problem, be it a non paying customer, a technical or legal problem. When you do, you will be glad you have the support of HAS Resolution. They are simply Brilliant!’*

**Andrew Brown**, Select, Bolton

## Consumer Law

We will keep you updated via our bi-monthly Newsletter with the latest Consumer Law changes and how they could affect you. (the latest Laws are very strict.)

## Technical & Building Regulation advise

We are experienced Chartered Building Engineers, Building Surveyors and Expert Witnessess.

We deal with all manner of technical problems on residential properties, old and new. We have yet to be provided with a technical problem that we cannot resolve.

Our Associates include Chartered Structural Engineers, Building Control Surveyors.

## Contract Terms and Conditions

Are your Contract T&C's fair, legal and of any use in the event of a dispute? T&C's are only referred to in the event of a dispute, however if your T&C's are not correctly drafted, then they are no use.

## Litigation

Are you being sued?  
Are you suing someone else?  
Are you aware of the potential costs?  
Probably not with respect!

Disputes can quickly run out of control with regards to costs and the means quite often does not justify the end.

We are Experts in Litigation tactics and how to resolve problems as quickly and cheaply as possible. You can not avoid disputes, but you can make disputes as painless as possible.

## Dispute Resolution

Disputes can take many forms and can take from a week to two years or more to resolve. A dispute is never a pleasant experience, however, as an HAS Resolution Partner, you will be provided with Experts on Dispute Resolution with over twenty five years of experience, and one simple goal - 'to resolve your dispute as quickly, as painlessly and as cheaply as possible'.

For your small monthly fee you receive unlimited access to the HAS Experts by phone, by mail and by e-mail. We are on call to assist you.

We will liaise with opposing Experts, Solicitors, Suppliers and of course Customers on your behalf and at no extra cost to you.

We even allocate you a number of 'Expert site day(s)\*' per year, where it is necessary to have a site meeting, a meeting of Experts or indeed a meeting in Chambers with a Solicitor or Barrister.

All this is included in your small monthly fee.

\* Our terms and Conditions explain this simple concept and how it benefits you.

# Testimonials



**RESOLUTION**

*Providing expert advice to Dom Littlewood from the TV programme Cowboy Builders.*



*‘I have run a successful window company for 30 years, but every now and then I have problems either technical or an awkward customer. When I do call HAS Resolution, they are always 1st Rate, always get quick results. I sleep better knowing I have them at the end of the phone!’*

**Jim McClure** - Economy Windows, Wisbech.

*‘Over the last 4 years we have needed advice and site visits on B.Reg matters, difficult customers (that did not want to pay!), and contract matters. No matter the input needed, HAS has the solution. You need these services! Believe me!’*

**Jeff Kirkbride** - Installation Manager, Lancashire Double Glazing, Preston.

*‘When I first met Don I had just had a very bad expensive dispute go wrong. Since that time I have had 2 difficult customers in quick succession. I am glad I had HAS to help me. These 2 disputes were complex and the customers difficult. No problem. The skill, knowledge and tenacity of HAS won the day in both cases. The cost to me? Why, there was no cost above my £22 per week. I would estimate that HAS spent 30-40 hours on each dispute. I know of no other support like HAS in the industry.’*

**Anthony Jones** - MD Countryman Windows, Hove.

*‘Over the last 3 years, HAS have assisted me on difficult technical matters and 1 or 2 difficult customers. Their advice is always spot-on and their results are very impressive. HAS provide support and services which are simply not available anywhere else in this industry.’*

**Ken Grayson** - MD Peninsula Home Improvements, Anglesey.

*‘We know that we can contact Don or one of his colleagues any time. The advice and guidance is always spot on. We recently had a possible subsidence issue on a 6 year old conservatory. No problem, an HAS Surveyor attended site, made an inspection, allayed the concerns of our customer, and set up a monitoring system as he will return in March 2015! WOW. Add on the excellent Legal & Technical Newsletters, for £25 a week. It's worth every penny!’*

**Steve Green** - MD Leeds Glass Windows, Leeds.

# What the Solicitor Litigation Partners say...

*"I have instructed Don Waterworth in Expert Witness work for several years. He is thorough, effective, and he has an amazing ability to comfort truly frazzled clients. His reports are concise yet detailed and to the point, and he is a convincing witness at mediations and in Court. You would want him on your side, and not on the other".*

**John Brooke - Senior Consultant, Clyde & Co**

*"Don Waterworth provides a highly professional service delivered with great thought and care. Advice is always given honestly, in detail and with the best interests of the client at heart".*

**Fiona Debney - Partner, Clarke Willmott LLP**

*"If you are looking for an Expert in proceedings, Don can deliver you an Expert Report." However Don's strength lies in his ability to see the bigger picture and his desire to find solutions to disputes rather than simply going through the motions of property surveys and reports".*

**Christopher MacCafferty - Partner,  
Litigation Group, SAS Daniels LLP**

I have 25 years of experience of Building Disputes, and have acted as an Expert Witness on over 2000 disputed matters, from the Supreme Courts of Justice, London, to local small claims courts and mediation.

In my opinion an Expert should be able to understand the vagaries of litigation, and also the requirements of the Civil Procedure Rules.

Expert evidence is a vital part of any case, and the contents of the Experts Report should not only be unambiguous, unbiased and technically correct, but should provide a clear and concise piece of information to the instructing Solicitor, thereby enabling the Solicitor to quickly assess the merits of a case during the pre-action protocol period, or indeed at any stage in the process.



**Mr D Waterworth**  
Bsc (Hons) FCABE MEWI

**Chartered Building Engineer  
Building Surveyor  
Expert Witness**

**A leading Expert in Construction Disputes,  
Litigation and Dispute Resolution.**

**Construction Dispute Resolution,  
Technical & Legal Services.  
We are your Essential Business Support**

**BuildE**  
chartered building engineer

**EWI**  
Member  
Expert Witness  
Institute

Expert Reports • Dispute Resolution • Mediation • Litigation Support



**RESOLUTION**

# The final piece of your business jigsaw is...



## Join Now!

You can join the HAS Resolution Partner Scheme online at:  
[www.has-resolution.co.uk](http://www.has-resolution.co.uk)  
or call 0800 783 8568

*'So long as human nature is what it is there will always be disputes. And those disputes, whatever their character, must be resolved - if society is to exist in a civilised way - as quickly, as cheaply, and as satisfactorily as possible.'*

Lord Justice Roskill, Alexander Lecture 1978



### RESOLUTION

Chartered Building Engineers • Building Surveyors • Expert Witness Services

**hanley amos stewart**

Quality, reliability and professionalism

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