

Attention to detail was a lesson in life

Learning that the details are just as important as the big picture was key advice for KLM Partnership's **Bill Hamilton**



PERSON BEHIND THE BUSINESS

PRESENTED BY **Inverness BID**
BUSINESS IMPROVEMENT DISTRICT

Q How would you describe your business?

A KLM are chartered surveyors with offices in Inverness and Dundee covering the whole of Scotland. We offer a range of disciplines and skills to the property and construction industry, including cost consultancy, quantity surveying, employer's agent, project management, and construction health and safety services each tailored to our clients' needs. The services we offer are



Managing partner at KLM Partnership, **Bill Hamilton**.

Picture: James Mackenzie

delivered with a personal and professional approach, a combination that results in successful projects from inception to completion. We are currently working on projects that range in value from £100,000 to £130 million and over many different sectors.

Q What led you into the business?

A I had been accepted to study chemistry at university, although I was not too sure if this is what I wanted to do. A friend suggested a vocational course and said that being a surveyor was a good career. I applied and was accepted into the degree course at Robert Gordon's Institute of Technology (now RGU). After four years of studying and working in Aberdeen, I opted for a job in Inverness with KLM Partnership. I had visited Inverness often as a youngster from my hometown of Lossiemouth and it felt a good place to be. I was fortunate to have been nurtured by the partners and encouraged to undertake further studies during my employment. I progressed over the years from a graduate to a partner.

Q What makes Inverness a great place to run a business?

A From here it is easy to travel to all parts of the Highlands and Islands. We are able to support our clients in Inverness, Orkney, Skye, Muck, Fort William, Keith and Kingussie and all places in between. Our practice has been based in the city centre since we opened in Inverness. Until recently our offices were above the Victorian Market,

and one of our recent projects was the refurbishment of the food hall, where we provided Highland Council with project management, quantity surveying and CDM adviser services. Over the summer we moved offices to Academy Street. One of the best things about the city is the ability to pop out for a great coffee or lunch. I am a fan of Inverness Coffee Roasting Company and love being able to pop in regularly to pick up my supplies. Having worked in the city centre for 36 years, it has that community feel. My family jokes that I am on first name terms with staff in M&S food hall! We have supported other local businesses in the centre of town over the years.

Q What is your greatest achievement?

A The privilege of being a dad to my two daughters. Both have now grown up; one is a teacher in Inverness and the other is a final year student at Aberdeen University. I was delighted to become a chartered surveyor in 1992, and enjoy supporting existing clients and meeting new clients and building long-term relationships. We have a strong and loyal client base that we have supported for many years.

Q Who do you admire in business?

A I joined KLM Partnership in 1988. The

founding partners of the business, George Martin and Bill Keillor really supported me and offered opportunities for personal development. I remember one of my first meetings with Mr Martin, and we were going to a meeting with a client. I did not have my collar tied and my tie – although tied – was not correct. I was given a lesson as we walked down the stairs of the office on how to tie a tie.

Q What's the best advice you have been given?

A Looking back, both George and Bill had an eye for detail, and a fantastic memory for each project that we were involved with. This was drummed into me at an early age; that the detail is important to look at, as well as the bigger picture. Along with the other partners, they taught me how to support and encourage others within the team, as it is the staff that make us who we are.

Q Can you tell us more about yourself?

A I enjoy travelling in Scotland or abroad, walking and eating out. As a coeliac a special mention must go to McBain's restaurant who have a really good choice of gluten free meals. I have really enjoyed visiting Austria for the last couple of summers for some walking. I am part of the leadership team at my local church and help with the digital side of church life.

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