

# GIBRALTAR CHRONICLE

WEDNESDAY 21<sup>ST</sup> MARCH 2009



SOLAR MOVE: Following the lights off Earth Hour on Saturday, yesterday saw the launch

## Hattie's mission is to restore confidence in tradespeople

By Carol Longbottom

RESTORING confidence in the trades has become the mission of a female plumber with 20 years' experience in the business.

Hattie Hasan, of Lombards, Tidworthen, has decided that enough is enough and she has formulated a plan to change the way the British public views tradesmen and women as part of a national campaign.

"I wanted to be a plumber in 1990. It was a revered profession at that time but I've seen the reputation of tradespeople go down since then. The trades have not recovered from the media making programmes about rogue traders."

"Obviously the customers need to know about rogue traders but the knock-on effect for honest traders has been massive," said Hattie, founder of Stopcocks Women Plumbers.

"Customers now ask themselves 'Will I be ripped off?' 'Will the builder turn up?' 'We have gone from a situation of trust to one of total mistrust. Of course the tradespeople react to this as 'bad boy traders' and you expect them to be like that."

"But it doesn't mean that all tradespeople are like that. It's just a few people out there who are causing the concern because they are doing a bad job at hand in the home."

Tradespeople are not the same as they used to be. They are not the same as they were here in the Calder and I think that's because of the approach, which is more of a 'can you understand me' approach, which is more of a 'can you understand me' approach."

"I can understand people who are saying something isn't working."

"But it isn't just women who are doing this. There are many tradespeople who are proud in their work."

"When people call a plumber they are looking for a builder they hold on to. And I've seen customers are also proud of their tradespeople and their satisfied customer."

"What people will be the driving force behind word-of-mouth websites. They will bring the two sides together. She would like tradespeople to go on websites."

"They will have to provide references in the next time it will be the customers who give references," she said. The website will use tick-boxes. Instead Hattie will speak to the customers directly."

"This will take a bottom-up approach and it comes from the tradespeople and their customers it should last longer and have more meaning."

Hattie will team with tradespeople and if the site proves successful she hopes to include other professions. The site can be viewed at [www.worldoftradesonline.co.uk](http://www.worldoftradesonline.co.uk)



# THE INDEPENDENT



Why not let your career go down the plug hole? Contrary to popular belief, women are plenty strong enough to be plumbers

## Calling women to take the plunge in a male world

A radical firm of female plumbers wants to change the trade's macho image

By Hazel Davis

People who think that women aren't strong enough to be plumbers

Reasons and the college to have a woman qualify as a plumber with distinction. She says that there are a number of women who have completed plumbing courses at college, such as the City & Guilds (226, 6096, NVQ Level 2 and 3, and those currently training who want to get straight in and start earning. British tradespeople don't always

their skills and speed without worrying about the business side of things so they can concentrate on the plumbing," she says. The scheme is designed for women who have completed plumbing courses at college, such as the City & Guilds (226, 6096, NVQ Level 2 and 3, and those currently training who want to get straight in and start earning. British tradespeople don't always

created "Stopcocks", she says that when she finished college she spent three months looking for a job. "I applied to all the local firms and was at the point of giving up when I Googled women plumbers, almost in desperation." She joined Stopcocks in January this year and in the first week received three work enquiries. "I had a thought of working for myself," she says. "I didn't have the confidence

## A woman plumber? It's not as unusual as it sounds and now more females are being encouraged to follow the u-bend trend. Virginia Mason talks to one who did just that



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HATTIE HASAN WITH HER BOOK 'THE JOY OF PLUMBING'

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# PROFESSIONAL HEATING & PLUMBING INSTALLER

THE BUSINESS MAGAZINE FOR THE HEATING & PLUMBING TRADE

NOVEMBER 2010

Special report

### Hattie Hasan from Stopcocks Women Plumbers checks out the training facilities at EcoSkies.

EcoSkies has a purpose designed renewable energy training centre which is fully equipped with a comprehensive range of technologies, including wind turbines, solar hot water, solar PV, ground source and air source heat pumps in real life installations. It is an independent centre, and uses a range of different manufacturers' kit on the courses and has established links so installers can get the best rates and the right product for each different job.

It is the first centre of its kind dedicated solely to renewables training. The training centre has two locations, one in Surrey and one in the middle of the country near Chesterfield - which is the one I attended. It's easy to find with plenty of parking, and friendly accommodation nearby if like me, you need to stay over.

I hoped I was in for a great week's training. 20 years experience would come in handy and I wondered if it would be the same as when I began my CORGI training in 1990 with guys who had "book learning" for 40 years. I was in good luck for longer

# Q&A

## HATTIE HASAN, STOPCOCKS

**H**attie Hasan is the founder of Stopcocks Women Plumbers, a national campaign to restore confidence in tradespeople. She is also a plumber and a businesswoman. We asked her about her work and her views on the industry.

**What inspired you to start Stopcocks Women Plumbers?**

"I was inspired by the fact that there were very few women plumbers in the industry. I wanted to create a network of women who could support each other and provide a role model for young girls who might be interested in the trade."

**How do you see the future of the plumbing industry?**

"I see a bright future for the industry, particularly in the area of renewable energy. There are many opportunities for plumbers to get involved in this area, and I think that's a very exciting prospect for the future."

**What advice do you have for young girls who are thinking about becoming a plumber?**

"I would encourage them to go for it. There are many opportunities for women in the plumbing industry, and it's a very rewarding and challenging profession. I think that young girls should be encouraged to explore all their options and not be afraid to try something new."

**What are your plans for the future?**

"I plan to continue to grow Stopcocks Women Plumbers and to provide more support and training for women in the industry. I also plan to continue to work on restoring confidence in tradespeople and to promote the benefits of the industry to the general public."