**Why The Scottish Shutter Company Are Leading The Way When It Comes To Windows…**

With an unwavering dedication to providing its clients with exceptional products and services, The Scottish Shutter Company has achieved the perfect balance between family and business for over three decades and is proud to have its work recognised by The Scottish Enterprise Awards 2023.

Husband and wife team, David and June Browne, set up what is now known as The Scottish Shutter Company over three decades ago in 1987. From humble beginnings as The Fabric Shop on Dundee’s Perth Road, known affectionately to locals as ‘Dundee’s Curtain Shop’, the company has developed over time to meet the changing needs of its valued clients. Now helping people find perfect-fit shutters and blinds for their homes and businesses across Scotland, Northumberland, Tyne and Wear and Cumbria.

**Meet The Brownes**

Husband, father and project manager David is a highly skilled engineer with a background in computer aided design (CAD). He is the person who ensures precision perfect products no matter what shape, size or angle of window. In fact, he loves nothing better than the challenge of an awkward window space (often that the competition has said ‘no’ to!) and can effortlessly produce bespoke design solutions that fit to perfection.

David's firm belief is that if something is worth doing, it is worth doing right, and his keen eye for detail and exacting standards make him passionate about getting things right for people from the get-go. This said, his second role within the company as project director sees him working alongside architects, interior designers and developers in the early stages of building design to help plan shading systems that will provide complete control over the amount of light, shade, heat and cold admitted into a building from external sources throughout the year. Helping residential, commercial or industrial property owners to increase energy efficiency, reduce glare and protect the contents of their rooms from UV damage.

Married to David for over fifty years, June has been instrumental in nurturing The Scottish Shutter Company into the thriving family business we see today. Although retired from the day-to-day running of the business, June continues to be a sounding board for new ideas across the dinner table, using her immense wealth of industry knowledge and experience to provide sound advice and support to her family when needed. Ensuring that clients continue to receive the same superb standards they expect. After thirty-plus years of co-running a successful business, Jane now spends much of her time doting on her two wonderful grandchildren and Lottie, her beloved Tibetan Terrier. Something we can all aspire to.

**A Generational & Extended Business**

It’s not just David and June who are at the heart of this thriving family business. Daughter Judith and Son-in-Law David D’Ambrosio (David D’A) are pivotal in paving the way to this family’s success. Judith’s primary role is to ensure a smooth, efficient and flawless client journey from start to finish. She’s the fundamental force in moving things forward, and essential to the excellent customer service The Scottish Shutter Company is renowned for. Judith works tirelessly to get clients the products they want when they want them, taking the stress and hassle out of sourcing shutters and blinds.

Judith’s husband David D’A is the oracle of all things to do with shutters. He’s the current president of The British Blind and Shutter Association (BBSA), making him the leading authority on window and door shutters in the United Kingdom. But he’s not locked away in the office. Instead, he is at the forefront of the business, measuring clients' windows to the nearest millimetre and creating designs to make any window look picture-perfect. When they are not busy working and striving for perfection, Judith and David D’A are busy raising their two adorable children, and luckily for David D’A they have just moved next door to an 18-hole golf course, which has reignited his passion for the sport (alongside a love of rugby and cars).

Family does not end there at The Scottish Shutter Company. David and June have created an extension of their family to include their trusted team members Leon, Rob and, most recently, Alanah. The easy rapport, sense of contentment and commitment to the company values prove just how included and valued they feel. It is this warmth of a family-unit that has created a family business with heart and one that cares for its customers as though they were a part of that family, too.

**Impeccable Customer Service & Precision Products**

The Scottish Shutter Company has survived and thrived because it has always put the needs of its customers first, and its passion for providing an excellent customer experience shines through. From the initial enquiry, it is clear to see that the family goes out of its way to cater for everyone, from providing home visits to those who feel more at ease in their own surroundings to appointment-only consultations in their state-of-the-art Dundee and Edinburgh showrooms, where meetings are not at risk of interruption. Both settings give clients the opportunity to ask questions, receive expert advice and actually see, feel and touch the products to make an informed choice that is right for them.

Because doing what is right for their clients has always been one of David and June’s key principles, and the 100% 5-star review rating proves they are doing just that. After all, as an independent family-run business, there is too much to lose by getting it wrong.

When you have a family that is reliant on the success of a single business, it forges incredible strength in the people who are in charge to succeed. Things have not been plain sailing, and over the years, The Scottish Shutter Company has faced its fair share of testing times, from critical accounting errors to life-threatening illness, but the stoic and optimistic solidarity of family has always pulled the company through the tough times. Only acting to make them a stronger and more formidable force, braced by a dogged determination to come out on top. It is this strength of character that has made The Scottish Shutter Company Scotland’s leading independent shutter and blind specialists.

Every shutter and blind designed, supplied and fitted by The Scottish Shutter Company is a reflection of the high standards they hold themselves accountable to. Exacting measurements and expert installation services ensure they guarantee customers will receive perfectly fitting shutters and blinds. When window coverings fit and work as they should, the improvements to domestic and commercial properties are incredible, with clients benefiting from;

* **Increased light control** - Both shutters and blinds help to filter out harsh sunlight. Meaning less television or computer screen glare, minimised hot spots and less chance of UV damage to furniture, fixtures and fittings.
* **Decreased sound pollution** - Perfectly fitted window coverings create a barrier between internal spaces and the panes of a window, helping to keep out external noise sources. Leading to fewer distractions, increased concentration and improved quality of sleep.
* **Improved energy efficiency** - Adding an extra layer of insulation to windows and doors helps to keep the warmer air in and the colder air out. A snug fit keeps cool draughts and breezes at bay, creating a warm, cosy and comfortable environment to live or work in.
* **Enhanced privacy and security** - The beauty of shutters and blinds is the ability to angle or open them to varying degrees for total privacy control. Enabling people to fully enjoy the view, let the light flood or connect with the outdoors, or prevent prying eyes and create a safe and secure space.
* **Smart-motion options for total accessibility** - As one of the UK’s leading experts in window blind automation, David D’A is the go-to person for creating intelligent window solutions that give everyone complete control of hard-to-reach blinds. With the option to activate motorised blinds by hand or voice, they really are inclusive for all.

Many shutter and blind companies only take on straightforward jobs, but The Scottish Shutter Company wants to enable everyone to enjoy stunning shading in their home. No matter how complex the project, they’ll find a solution, creating custom products or thinking outside of the box to get the job done.

Many customers come to them having been told by other companies that “it can’t be done”, but the family behind The Scottish Shutter Company comes together as one to use their combined skills, expertise and experience to solve the unsolvable and give everyone the stunning shading solutions they truly want.

**What’s Next For This Formidable Family Enterprise?**

The Scottish Shutter Company's plan for the next year is to continue to do what they do best by delivering exceptional service and products throughout Scotland and the North-East of England. But that’s not all. Their objectives alongside this are to increase their average order value by targeting more significant, complex projects and introducing advanced shading systems that other companies in Scotland cannot offer.

They are also investing in their virtual teams, ensuring they can handle the growing demand for their products without compromising customer service. A recent development is serving clients in remote communities in Scotland, such as the Highlands and Islands, with a unique bespoke virtual service which takes the client on a virtual journey all the way from the initial concept meeting to a virtual installation.

It’s an exciting time for The Scottish Shutter Company, and throughout past challenges and future adventures, one thing remains constant - their commitment to their family values and never losing sight of what really matters… family.