



THE BRUILT LIFE OPERATING MANUAL

TM

Your Central Source of Truth for a Life, Well Run.

bruiltconcierge.com

A Personal Welcome

From Avril

Dear Reader

Thank you for downloading The BRUILT Life Operating Manual™.

Over the course of my career, I have supported founders, entrepreneurs, executives, families and private individuals whose lives often appeared effortless from the outside. Behind the scenes, however, success frequently brings complexity. Homes need managing. Suppliers need coordinating. Documents need organising. Important information needs preserving. Family logistics need attention. Life administration has a habit of expanding quietly in the background.

What I have learned is that most people do not struggle because they lack capability. They struggle because too much important information lives inside their heads.

The purpose of this manual is to create a single source of truth for the information that keeps your world running smoothly. It is designed to reduce mental load, preserve continuity and provide greater peace of mind.

Whether you complete every section today or gradually build it over time, my hope is that this document becomes a trusted resource that serves you and those around you for many years to come.

Warm regards

Avril Bunton-Williams

Avril Bunton-Williams

Founder, BRUILT Concierge

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Introduction

Your Central Source of Truth

Most people have an operating manual for their appliances, vehicles and technology.

Very few have one for their lives.

The BRUILT Life Operating Manual™ has been designed to help you create a central source of truth for the information, relationships, systems and resources that keep your world running smoothly.

Whether you are managing a busy household, supporting a growing family, running a business, caring for ageing parents, or balancing multiple responsibilities, this document provides a practical framework for capturing the information that matters most.

The purpose is simple:

To reduce stress, improve continuity, preserve important knowledge and create greater peace of mind.

SECTION 1

Personal Information

The essentials. The details you would want close at hand, and the details others would need if they ever had to act on your behalf.

Full Name

Date of Birth

Nationality

NHS Number

Driving Licence Number

Passport Number

Emergency Contact 1

Name

Relationship

Telephone

Email

Emergency Contact 2

Name

Relationship

Telephone

Email

SECTION 2

Passport Renewals

Travel plans can be disrupted by something as simple as an overlooked expiry date. Maintaining an accurate passport register ensures that renewals are anticipated rather than becoming urgent last-minute issues.

Passport Register

| Holder's Name | Passport Number | Issue Date | Expiry Date |
|---------------|-----------------|------------|-------------|
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| | | | |

Renewal Notes

Record any visa requirements, processing times, or country-specific passport validity rules relevant to your travel plans.

SECTION 3

Family Information

Families are dynamic. Contact details change, relationships evolve and important dates can easily be forgotten. This section provides a central reference point for the people who matter most.

Immediate Family Members

| Name | Relationship | Telephone | Email |
|------|--------------|-----------|-------|
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Important Dates

| Occasion | Date |
|----------|------|
| | |
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SECTION 4

Children's Education

School information, term dates and extracurricular activities often become scattered across emails, calendars and paperwork. Use this section to create a clear overview of your children's educational commitments.

School / Nursery Details

| Child's Name | School | Contact | Telephone |
|--------------|--------|---------|-----------|
| | | | |
| | | | |
| | | | |

Term Dates

After-School Activities & Clubs

| Activity | Day / Time | Contact |
|----------|------------|---------|
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SECTION 5

Medical Information

In an emergency, the right information in the wrong place is no help at all. Keep your essential medical details together, so they are exactly where they need to be when it matters.

GP Practice

Name

Address

Telephone

Dentist

Name

Telephone

Optician

Name

Telephone

Existing Medical Conditions**Current Medications**

Allergies

SECTION 6

Property Information

Your home is one of your most valuable assets. Capturing key property information helps ensure smooth management, maintenance and continuity.

Primary Residence

Address

Utility Providers

| Service | Provider | Account Number |
|---------|----------|----------------|
| | | |
| | | |
| | | |
| | | |

Home Security

Alarm Provider

Monitoring Company

Emergency Contact

SECTION 7
Household Suppliers

Reliable suppliers are invaluable. This section enables you to maintain an organised record of trusted professionals who help keep your home functioning effectively.

One-off and occasional tradespeople and contractors used for the home.

| Service | Supplier | Telephone | Email |
|---------|----------|-----------|-------|
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SECTION 8

Staff & Household Team

If your household relies on regular support, that support deserves a record of its own, separate from one-off tradespeople and clearly maintained.

Regular household staff such as a nanny, housekeeper, driver or PA.

| Name | Role | Schedule | Start Date | Telephone |
|------|------|----------|------------|-----------|
| | | | | |
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Pay & Arrangements Notes

SECTION 9

Pets

Pets are family too, and their care often depends on routines that exist only in their owner's memory. Write them down, so anyone stepping in can do so with confidence.

Pet Details

| Pet's Name | Species / Breed | Microchip No. | Date of Birth |
|------------|-----------------|---------------|---------------|
| | | | |
| | | | |
| | | | |

Veterinary Practice

Name

Telephone

Address

Feeding & Medication Routine**Pet Sitter / Dog Walker**

Name

Telephone

SECTION 10

Vehicle Information

MOT dates, services and breakdown cover are easy to overlook until they become urgent. A single record keeps every vehicle accounted for.

| Make / Model | Registration | MOT Due | Service Due |
|--------------|--------------|---------|-------------|
| | | | |
| | | | |
| | | | |

Breakdown Cover

Provider

Policy / Membership Number

Emergency Telephone

SECTION 11

Insurance Register

Cover that has lapsed unnoticed offers no protection at all. Use this register to keep every policy, and its renewal date, in clear view.

| Policy Type | Provider | Renewal Date |
|-------------|----------|--------------|
| | | |
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SECTION 12
Memberships & Subscriptions

Subscriptions accumulate quietly. A clear record makes it easy to see what you are paying for, and to decide what still earns its place.

| Service | Renewal Date | Cost |
|---------|--------------|------|
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SECTION 13

Financial Overview

A high-level view of your financial landscape, kept deliberately simple. This is a map for continuity, not a record of sensitive detail.

A high-level record for continuity purposes. Account numbers and sensitive details are intentionally excluded.

Bank Accounts

| Bank | Purpose |
|------|---------|
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Standing Orders & Direct Debits

| Payee | Purpose | Frequency |
|-------|---------|-----------|
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SECTION 14

Travel Profile

Your preferences, captured once, so every future trip can be arranged smoothly and exactly to your taste.

Preferred Airline

Preferred Seat

Frequent Flyer Programmes

Dietary Requirements

Preferred Hotel Groups

Airport Transfer Preferences

SECTION 15

Digital Life

Increasingly, our lives are stored online. A record of where, without compromising how, brings real peace of mind.

Password Manager Used

Cloud Storage Locations

Important Digital Accounts

REFLECTION PROMPT

What knowledge currently exists only in your head?

SECTION 16

Professional Advisers

The people you call on for expert advice. Keep their details together, so you are never searching for a number when you need it most.

| Adviser | Company | Telephone |
|---------|---------|-----------|
| | | |
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SECTION 17

Important Documents Register

Knowing where something is matters just as much as knowing that it exists. This register closes that gap.

| Document | Location |
|----------|----------|
| | |
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REFLECTION PROMPT

What information do you routinely search for that could be stored here permanently?

SECTION 18

Key Dates & Renewals Summary

Every renewal date in this manual, pulled together into a single view, so nothing is ever left to memory alone.

A single at-a-glance record pulling together every renewal date noted throughout this manual, so nothing is ever missed.

| Item | Renewal / Due Date | Provider / Notes |
|------|--------------------|------------------|
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SECTION 19

Legacy Notes

Perhaps the most important section of this manual. Use these pages to record knowledge, preferences and practical information that would be invaluable to trusted family members or future support professionals.

Use this section to record any information that would help family members, trusted advisers or future support professionals understand how your life is organised and where key information can be found.

REFLECTION PROMPT

If you were unavailable for thirty days, would somebody you trust know how to manage this area of your life?

Annual Life Administration Review

A Yearly Ritual for a Well-Run Life

At least once per year, set aside time to review the following. Treat it as a single sitting if you can, or work through it gradually over a week or two. Either way, this checklist ensures nothing important is ever left to drift.

Personal Records

| | |
|--------------------------|----------------------------------|
| <input type="checkbox"/> | Emergency contacts updated |
| <input type="checkbox"/> | Passport details checked |
| <input type="checkbox"/> | Driving licence details reviewed |
| <input type="checkbox"/> | Medical information updated |

Property

| | |
|--------------------------|-------------------------------|
| <input type="checkbox"/> | Utility providers reviewed |
| <input type="checkbox"/> | Security information verified |
| <input type="checkbox"/> | Supplier list updated |

Insurance

| | |
|--------------------------|-------------------------|
| <input type="checkbox"/> | Policies reviewed |
| <input type="checkbox"/> | Renewal dates confirmed |
| <input type="checkbox"/> | Coverage assessed |

Family

- Key dates updated
- Education information reviewed
- Emergency contacts confirmed

Financial

- Adviser information updated
- Direct debits reviewed
- Subscriptions assessed

Digital

- Password manager reviewed
- Account access verified
- Backup procedures checked

REFLECTION PROMPT

Which areas of your life feel organised, and which feel vulnerable?

About BRUILT Concierge

BRUILT Concierge provides practical lifestyle management and operational support to founders, entrepreneurs, executives, families and private individuals.

Our role is simple.

We help create order where complexity exists.

From household operations and family logistics to supplier management, documentation, travel coordination and lifestyle administration, we provide trusted support that allows our clients to focus their attention where it matters most.

At BRUILT Concierge, we believe organisation is not about control.

It is about freedom.

Because when systems are in place, people are free to focus on living.

Let's Create More Order In Your World

If completing this workbook has highlighted areas where additional support may be beneficial, BRUILT Concierge would be delighted to help.

Services Include

- Lifestyle Management
- Founder Support
- Household Operations
- Family Administration
- Travel Coordination
- Supplier Management
- Documentation & Systems
- Project Coordination

Contact

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Final Reflection

Order creates clarity.

Clarity creates confidence.

Confidence creates freedom.

The purpose of this document is not simply to store information. It is to reduce mental load, preserve knowledge and ensure that the systems supporting your life continue to serve you well.

The BRUILT Life Operating Manual™ is a living document.

Review it regularly. Update it often. Allow it to evolve alongside your life.

BRUILT CONCIERGE

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