

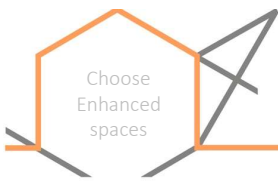
HOW TO HAVE A GOOD CLIENT AND CONTACTOR RELATIONSHIP.

WHAT TO DO BEFORE CONTACTING A BUILDER:

- Do your research online and familiarise yourself with the contractor
- Always call the builders and introduce yourself before sending the tender. This makes you more personable and increases the chance of them responding to you and the tender quicker. Cold sending emails to builders is ineffective.
- Make sure full scope is outlined in your drawing pack. Builders do not want lots of add-on's later which will lead them into having to quote it all again. They are busy and often don't enjoy excessive paperwork, so the simpler you make the quoting process, the better.
- If something can not be confirmed at the point of tender or if it isn't fully finalised, make sure to communicate this. Builders may choose to leave this out or make a PC sum allowance for it which gets confirmed in detail later.
- If you want them to separate out a cost from the overall price or want to phase the works – make sure this is clear. This is good for design items like joinery which can be confirmed later and not included in the initial price
- Choose a builder who is passionate about the work they do- you want them to feel as proud of the work as you are.

WHAT TO DO ONCE THE TENDER COSTS HAVE RETURNED

- Review and compare tenders in detail and compare it against the scope of works. Some builders will allow for different things in scopes, for example, some will work with existing heating pipes, and others believe a new system is required. These differences will explain costs differences also.
- use the Architect to double check the scope but essentially the key at this stage is to ensure all the scope you require and have listed has been understood and included. If anything is excluded from what you asked for – make sure this is clear.
- What is PC Sum? Sometimes builders will provide a PC sum against an item they are unable to price up properly -so essentially, they are not guaranteeing this price but are telling you their estimate of what this will cost. For example, they may allow £100 as a PC sum against internal doors. If you opt for £200 doors if prices increase for whatever reason, you will need to pay the price difference above the PC sum. PC sums are good for items that may change based on choice but it allows you to move forward with some estimation of cost allowance.
- Once you have completed the review, choose your favourite 2 builders to talk to in more detail.



WHAT IF THE PRICE IS HIGHER THAN ANTICIPATED?

- Discuss with your architect if there are any items that can be value engineered (i.e. completed in a cheaper way). whilst still achieving the overall look and feel. An example may be going for radiators instead of under floor heating for example.
- Be careful about changing or cutting scope of works too much and consider the implications on the overall outcome and compliance of the project. Always include the Architect in this conversation in case there is an impact on regulatory items.

STARTING ON-SITE

- I HIGHLY recommend doing a pre-construction meeting and invite the Architect to site with builder to do walk around. This gives them opportunity to ask any questions and to talk over the scope to double make sure they understood everything
- 'Design Monitoring' site visits are recommended to continue to provide opportunity for collaborative work between builder, architect, and client. These can be regular or at the least during key milestones.
- Working with existing buildings mean the contractor will make many decisions on-site and clearly communicating to them that the Architect is on board to assist with design decisions will ensure a better outcome at the end. This prevents small compromises that may have a bigger impact in the end.
- Always get third party information such as kitchen, joinery, and glazing specifications etc checked by your Architect. Third party suppliers often feel disconnected from your overall vision and can make seemingly small variations to the design that can negatively impact the overall design.
- Understand that working with existing buildings can sometimes reveal unforeseen things that may lead to cost variations and scope variations. This can happen when things below the ground are revealed to be different or other similar unforeseen things.

TRUST IN YOUR BUILDER/ SUPERVISION AND SUPPLYING ITEMS

- Each person and client will have a different desire for their level of involvement. Getting this balance right is important.
- It's worth noting the importance of having trust in your builder before you start the works and not to proceed with someone you think needs constant supervision and hand holding.
- If you wish to have regular updates, discuss how this will be done upfront and how often you wish to have these. Seeming as though you do not trust the contractor or stepping on their toes will not enable a good working relationship.
- The contractor will also require you to supply several items for them to install. Check in with them at the beginning to find out what these are and when they will be required. Decide on items well in advance and find out what lead times are to avoid delays. Equally a contractor may not want you to order everything too early as stock on-site may get damaged or get in the way.
- You want to seek to have a collaborative relationship, where you work together to achieve the overall outcome.