

# WHAT YOU SHOULD EXPECT

(FROM YOUR DESIGN & BUILD TEAM)

## [1] YOUR GUARANTEE

Your team should provide you with a guarantee giving peace of mind with respect to costs & timeline. Are you sure everything you need is included?

## [2] EASY PAYMENT

How clear & secure is the payment scheme? This should be super-convenient and hyper comfortable.

## [3] EFFECTIVE DESIGN

This is the backbone of any successful scheme and where all planning starts. Does your design team really understand what you want?

## [4] GENTLEMEN BUILDERS

Site gangs should not only be qualified & skilled but also fully vetted & trained regularly to keep up with the latest developments. Are they also pleasant to have on site?

## [5] EXPERT WORKMANSHIP

It goes without saying that everyone carrying out the works should be really good at what they do, blending traditional know-how with the latest industry techniques and innovations.



## [6] DO THEY REALLY CARE?

From tidiness to noise to neighbourly courtesies, does your team leave a light footprint?

## [7] RAPID REACTION FORCE

Does your team get back to you when they say they will? Are you able to make decisions quickly because you've been given all the information you need?

## [8] CLEAR & REGULAR COMMUNICATION

All projects require lots of conversations and loads of decisions. Is there a simple way of recording & issuing all your instructions?

## [9] REAL WORLD QUALITY

Long after the project is over you'll be living with the quality everyday. How will your team's work hold up?

## [10] AFTERCARE & MAINTENANCE

Following handover of your project, is your team still on-standby to help with any follow-up tasks or maintenance requirements to keep your property in tip-top condition?

