



**We know how important your building project is to you** – whether it's a new kitchen, a replacement boiler, an en-suite bathroom or a full modernisation. Whatever your project, large or small, we promise to communicate with you every step of the way and we guarantee you'll be delighted with the results. You'll work with the same Project Manager from the first meeting onwards and you'll be able to contact your Project Manager – at the office, by mobile, fax, e-mail or at home – at any time.

**Your project will have seven phases or 'steps', as outlined below:**

## **STEP 1: SCOPE**

Your Project Manager will meet you, usually at the property where the building works are required, to discuss your project and offer advice and guidance (including discussing any planning or building regulations requirements). You'll talk about the scope of your project, the budget guidelines and also about your time schedule.

## **STEP 2: QUOTATION**

Your Project Manager will send you a provisional quotation soon after the meeting, which will include an outline description of the building works you require (including photographs and drawings, if applicable), itemised costs and a provisional time schedule. You might decide at this stage to make some changes to your project and your Project Manager will revise the quotation accordingly.

## **STEP 3: THE CONTRACT**

When a final quotation has been agreed, your Project Manager will confirm the full Specification of Works, the materials to be ordered, and the project start date. At this stage, we will ask you to sign a contract which clearly sets out what we are going to do for you, the price and the time schedule, and you will be asked to pay the agreed deposit.

## **STEP 4: PROJECT PLANNING**

Your Project Manager will liaise with building control and any other professionals, co-ordinate all the various trades (e.g. plumbing, electrics) plus any specialist trades (e.g. roofing, wood treatments) and put together a Schedule of Works, showing what will be done on each day/week of your project.

Your Project Manager will also prepare a Health & Safety on site schedule and arrange insurance cover for the works. You may need to advise your insurance company about the building works.

If a skip is required to remove waste, this will be arranged together with a road licence and lighting (if required). If it is not possible to put a skip near your site, your Project Manager will arrange for regular collections of waste by a licensed waste carrier, registered with the Environment Agency. All waste from your site will either be disposed of safely or preferably recycled.

Your Project Manager will also liaise with you regarding any special arrangements, for example regarding family pets or the temporary removal and storage of furniture.



## **STEP 5: ON SITE**

Your Project Manager will be on site on the first day of the project, to introduce you to the team working on the project, and will make regular visits to the site during the works. Your Project Manager will have arranged for dust sheets, cleaning materials (including a Hoover), portable lighting and any other equipment required to be on site on or before the start date.

A Project File containing the Specification of Works, the Schedule of Works, Materials schedule, Health & Safety schedule, insurance certificate and contact details will be kept on site and updated regularly.

Your Project Manager will co-ordinate all activities on site and any revisions to the Specification of Works and/or 'extras' (and their impact on the contract price) will be agreed with you and confirmed in writing. Your Project Manager will also liaise with you about any stage payments required, as per the payment schedule in the contract. Occasionally, things may not go exactly according to plan but your Project Manager has procedures in place to lessen the impact of any unforeseen events and will communicate with you about unexpected problems encountered and the options to overcome them.

## **STAGE 6: COMPLETION**

When your project is nearing completion, your Project Manager will meet with you on site to agree any snagging requirements, i.e. minor rectification works. Your Project Manager will also arrange to have the site cleared and thoroughly cleaned at the end of the project. When everything has been completed to your absolute satisfaction, you will be asked to make the final payment and all certificates and guarantees will be passed over to you. You will also receive a file containing full details of the building works undertaken and their related drawings.

## **STAGE 7: AFTER THE PROJECT**

After your project is completed, we will ask you to fill in a feedback questionnaire. It is important for us to know what we are doing right and to find out if we sometimes get things wrong. Your answers will be used to improve our service to all our clients – hopefully including yourself – in the future. Your Project Manager will also be happy to visit you again a few weeks after the project, to check the building works again and make sure that you are completely satisfied with the project.

Although Mirror Blue does not offer a general repairs and maintenance service, we are always happy to help our clients. You can contact us anytime - weeks, months or even years after we've completed your project – and we'll have the details of your property on file including, for example, the plumbing and wiring layouts.

This will be very useful for the next step – a return visit!