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## PRE-CONSTRUCTION GUIDE AND INFORMATION SHEET

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Before you get building work done on your property, Contour Architectural Designs (“Contour”) have put together some guidance notes on appointing a builder and things that you should check prior to work starting. The following steps should help you save time, money and stress when you’re preparing to get building work, renovations or repairs done on your home. They’ll also help you avoid problems with builders, plumbers or other contractors, e.g. decorators and electricians.

In this document, Contour also provide some important information that you should be aware of while construction is taking place, and at completion. This includes information on what your chosen building contractor should undertake during the works and what certificates you should be provided once complete. We have also provided a list of important contact numbers and details should it be required.

**Important: the guidance on this information sheet is of a general nature, and is correct as of September 2018. You should always ensure that specific advice is given in relation to your project and the property on which the works are proposed.**

### STEP 1: ARE ALL THE CORRECT PERMISSIONS IN PLACE?

#### Planning Permission

Contour will provide advice and assistance in obtaining the necessary Planning Permission or Certificate of Lawfulness needed for your project. If you are undertaking works without obtaining the necessary Planning Permission, all works will be at your own risk. Contour cannot take responsibility for any costs or work undertaken prior to having the correct Planning Permission in place.

#### Building Regulations

Prior to works commencing, it is also important to ensure that a Building Regulations application is submitted. Contour can advise which of the following two methods would achieve the desired result:

- Building Regulations Plan Check - Contour will be happy to work with you and prepare detailed Building Regulations Drawings suitable for gaining the necessary consents. These drawings set out the specification for the project and finer details of the build such as Foundation Design, Wall Construction, Roof Construction and Insulation details. These drawings are often supported by additional information from external consultants, e.g. Structural Engineer or Thermal Consultant. Once a preliminary set of plans is complete, they are submitted to Building Control for checking to ensure they meet with Building Regulations. Contour are a registered partner with Castle Point Building Control via the LABC Partnership Scheme and so all Plan Check applications are made to them. All drawings should be considered preliminary prior to Building Regulation Plan approval.

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- Building Notice – A Building Notice should only be undertaken if you are satisfied that the appointed contractor has the relevant experience and qualifications to undertake the work without having detailed construction drawings (information on how to check can be found in Step 2). An application form is submitted to your Local Authority or Approved Inspector (e.g. NHBC) and then the Inspector shall undertake regular inspections to ensure that the work is completed to the correct standards. Even if no detailed drawings are completed, you may still require details from a specialist consultant. For instance, you will require structural calculations and design from a Qualified Structural Engineer for any steel beams which may be required.

Using either route, works can begin on site 48 hours after submission of the application, however, your Local Authority Building Control or Approved Inspector should be notified prior to works starting so an initial inspection can take place. It is then the responsibility of the Client or Contractor to ensure the Building Inspectors are contacted to inspect the work undertaken at regular intervals throughout the build (more details can be found in Step 7).

In some cases, the works undertaken may be Building Regulations Exempt, however Contour can advise whether this is the case. Any work that is completed without making an application or obtaining the necessary approval, may require a Regularisation Application to ensure that the works meet with Building Regulations.

### Other Types of Permission

Contour's standard scope of works includes obtaining the necessary Planning and Building Regulation Consents. In some cases, we will also provide services to obtain the necessary Statutory Consultants approvals e.g. Anglian Water Build Over Agreement or S185 Diversion Agreement. However, there are additional permissions which you may be required to obtain prior to any works starting on site. These include, but are not limited to:

- Conservation Area - you must also check with your [local council](#) before doing work on your home if it's located within a conservation area.
- Statutory Services Connections – where the project involves the connection of any new services (e.g. Water, Sewerage, Electricity, Gas or Broadband) it will be necessary to check and gain all necessary consents prior to the commencement of any works on site. The governing body to contact will depend on the area you live in and who supplies the property with the services.
- Highways – where the project involves a new drop kerb or road extension, you will be required to gain all necessary consents from the governing body for highways and roads in your area. This is dependent on the type of road you live in and the extent of the works. The local governing body may also require that the contractor is on an approved list or holds the correct qualifications and insurance to undertake the work. In some cases, Planning Permission is required for the insertion of a new drop kerb also.
- Party Wall Act - if you're planning an extension or renovation near an adjoining property in England or Wales, you must observe the Party Wall etc. Act 1996. The Act is designed to help you undertake work – providing access to neighbouring properties – while protecting the interests of your neighbours.

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- Freeholder - if you own the leasehold (not the freehold) on your home, you should check your lease to see if you need to get permission from the freeholder before work starts. If the lease says you can't make changes, you can still ask the freeholder for permission. You may have to pay some costs, but you should check with a solicitor before proceeding.
- Mortgage Company – although some mortgage companies have no interest in being informed, you should check your mortgage terms and conditions to see if you are required to notify them in advance of any building works. You may be required to confirm that such works do not reduce the value of the house (and hence the value of their security against your borrowings), it's best to stay on the right side of your lender.
- Insurance Company – since there (potentially) will be increased risk of damage to your property while any building works are being completed, it is best to check with your insurance company (or look in your insurance terms and conditions) to see if you have to obtain their approval or at least make them aware of what works you are planning prior to commencement. If you have an obligation to notify them or seek their approval and you choose not to then this could jeopardise the chance of them settling a claim against your policy.

## STEP 2: HOW TO FIND GOOD BUILDERS OR CONTRACTORS

Personal recommendations and references are good ways to find reliable contractors who do a good job. If you can't get personal recommendations from people you know, ask contractors for references. It's best to get:

- 2 or preferably 3 recent examples of similar work they've done. Ask your preferred contractor for a list of previous customers; they should be happy to provide details if they're confident they've done a successful job. This will give you an ideal opportunity to really find out what they're like and see examples of their work first-hand.
- contact details for the people they did the work for - it's best to get in touch because written references aren't always genuine.

Read more on how to find a [trustworthy trader](#) on the Citizens Advice Bureau website.

**IMPORTANT: AVOID CONTRACTORS WHO WON'T GIVE REFERENCES - IT'S A SIGN THEY COULD BE DISHONEST.**

### Do the Proper Checks

It's dangerous to use someone who doesn't know what they're doing, especially for anything involving gas or electrics.

You should use:

- a [registered gas engineer](#) for gas work, e.g. installing a boiler or cooker
- a [registered electrician](#) for electrical work, e.g. installing new lighting or rewiring
- someone in a [competent person scheme](#) for work that needs building regulations approval (unless you got approval yourself)

You should also check if the contractor is a member of an approved trader scheme.



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### Check What A Contractor Says

Do not be fooled by the badge. It's good idea to check what a contractor or their website tells you - especially if they've knocked on your door or telephoned you to offer their services. For instance, you can:

- ask to see a business card or letterhead, or get full contact details, then ring the business to check it exists and the contractor works for them
- ask to see proof of qualifications - e.g. an NVQ in construction for builders or a [card from the Construction Skills Certification Scheme](#) (trade associations can tell you about qualifications for particular types of work)
- search [trade association websites](#) to check the contractor is a member if they say they are
- You could also check out the [Federation of Master Builders search tool](#) where you can find specific trades in your area and look at their references. All FMB members are vetted, independently inspected, and are checked to ensure that they have the correct insurances in place.
- [Checkatrade](#) and the [Guild of Master Craftsmen](#) are also good places to start and offer stringent checks which should give you more reassurance.

**IMPORTANT: BE WARY IF A CONTRACTOR JUST GIVES A MOBILE NUMBER. THEY MAY BE HARD TO CONTACT IF PROBLEMS COME UP. MAKE SURE YOU DO ALL THE CHECKS ABOVE IN CASE THEY'RE UNRELIABLE OR DISHONEST.**

### Check Their Trading History

Check the history of the company or individual. Check whether any County Court Judgements have been awarded against them particularly any that remain unpaid. The Registry Trust website <http://www.trustonline.org.uk> will provide details for a small fee. A simple internet search on their name may also yield interesting information.

### Ask the Inspectors

Local authority building inspectors are a much-under-utilised resource for helping local people taking on building projects.

Although some inspectors are unwilling to do anything off the record, the majority now are progressive enough to help out self-builders and renovators looking for builders by giving hints, nods and winks as to local builders they have known well for many years.

Understand that these aren't recommendations as much as informal guidance and no building inspector would ever guarantee a trouble-free project.

### Always Talk to Previous Customers

This is a great way of finding out not just about the quality of work they carry out but also other things which are important:

- do the builders turn up on time?
- are they polite?
- do you have regular meetings with the site manager/boss?



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- what are their labourers and trades like?
- do they clear up after themselves and keep the site tidy?
- was the project was brought in on budget and on time?
- were there any extras or hidden costs?

### **Interview Contractors In Person Before You Hire Them**

Before you meet them, it's a good idea to write down:

- a clear and detailed description of exactly what you want done
- a list of questions to help you get all the information you need to compare and choose between contractors - Trustmark has questions you can use as a checklist

Make sure you can communicate with them easily - this will help you sort out any problems that come up later. When you meet them, write down what they say they'll do - if you do hire them it'll be helpful to have a record of the job details from this conversation, as well as the written contract you'll get before they start the work.

If you're not comfortable with a particular contractor don't hire them. You can always find someone else to do the work.

### **STEP 3: GET QUOTES BEFORE YOU DECIDE WHO TO USE**

A quote is a promise from the contractor to do the work at a fixed price. Don't rely on a verbal quote - get it in writing. Some contractors charge for quotes - ask about this first to make sure you do not get an unexpected bill.

Try to get written quotes from at least 3 different contractors before you decide on one. Comparing quotes will help you decide if you're getting a fair price.

Be clear about what you want. Write a detailed description of the work that needs to be done as far as you understand it before talking to builders. The more specific you are, the greater your chances of getting an accurate quote for the work. There is also less chance of any misunderstandings occurring between you and the builder.

It's important that you fully understand what is included within the Contractor's quote. For instance, its common practice that during quotes the Contractor may only include the standard fixtures and fittings (e.g. light fittings and plug sockets). Ensure the quote includes the type and number of these fittings.

In a number of these quotes, contractors may also include a nominal figure for the procurement of bath and kitchen fittings. In some cases, it may be more beneficial to go to the manufacturers direct to ensure you are getting exactly what you want and understand the actual cost of this. Some Contractors may include a mark-up on the prices for these fixtures and fittings so it's good to obtain comparisons of these.

Many businesses monitor the planning portal and approach applicants to gain work. This is an accepted business practice and normally works well. Planning and Building Control Services do not



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endorse or recommend any businesses so if you receive any speculative approaches you should make the same checks that you would for any other builder.

After you say yes to a quote, it's a binding agreement between you and the contractor, whether it's written down or not. But having it in writing means you can check what you agreed and prove it if there's a dispute later.

**IMPORTANT: MAKE SURE YOU GET A QUOTE, NOT AN ESTIMATE. A QUOTE IS A FIXED PRICE, SO YOU'LL KNOW WHAT YOU'RE GETTING AND HOW MUCH IT WILL COST. AN ESTIMATE IS JUST A ROUGH GUESS, SO YOU COULD END UP PAYING MORE.**

The contractor can't charge you more than the price on their quote unless:

- you ask for extra work that's not included in the quote
- they let you know they have to do extra work and you agree to pay more for it
- they made a genuine mistake when writing down or calculating the price - they have the legal right to charge you what it should have been

**IMPORTANT: BE WARY IF A CONTRACTOR WON'T PUT A QUOTE IN WRITING. IT'S A SIGN THEY COULD BE UNRELIABLE.**

**IMPORTANT: ALSO, BE CAUTIOUS IF THEIR PRICE IS A LOT LOWER THAN OTHER QUOTES YOU GET. IT COULD MEAN THEY DON'T HAVE THE RIGHT SKILLS OR EXPERIENCE, OR THEY'RE NOT BEING HONEST. IT COULD ALSO MEAN THEY'RE NOT QUOTING FOR EXACTLY THE SAME WORK.**

#### What A Quote Should Include

Be very clear and detailed about the work you want done - this will help you get the most accurate price and prevent misunderstandings later.

A quote should include:

- a fixed total price - not a daily rate
- a breakdown of all the work to be done and the materials needed
- separate costs for each material and part of the work
- how long the price is valid for
- if the price includes VAT
- when the price can go up, e.g. only if you agree to extra work

If you get a daily rate instead of a fixed total price there's a risk the contractor could string out the work to get more money. Avoid this by getting them to put in writing:

- how many days the work will take
- how many hours of work counts as a day
- when they need your go-ahead to work more days
- a penalty if they exceed the estimated number of days they have agreed to

**IMPORTANT: BEFORE SAYING YES TO A QUOTE, YOU SHOULD CHECK THE CONTRACTOR HAS THE CORRECT INSURANCE IN PLACE AND TRY TO GET A WRITTEN CONTRACT.**



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You can download a PDF of a [sample quote](#) to see what it looks like.

## STEP 4: CHECK THERE'S INSURANCE IN PLACE

### Contractors' Insurance - What to Check

Ask to see insurance policies and check they don't run out before the work will be finished. If it's insurance they must have, they have to let you see the policy and it is advisable that you keep a copy of the policy schedule. Also check the builder's insurance policy to make sure that the financial level of cover is equal than the value of your property plus the cost of the works you are having done.

### Insurance It's Good to Have

Public liability insurance - it's worth asking contractors if they have insurance to cover you and them if someone's hurt or property is damaged (e.g. your home or your neighbour's). If they don't have any, you might want to think about getting your own cover.

Employers' liability insurance - contractors who work through a company are breaking the law if they don't have this. It doesn't matter if it's their own company or not. It covers you and the company if they're hurt on the job.

**IMPORTANT: IF A CONTRACTOR DOESN'T HAVE THE RIGHT INSURANCE, AND THINGS GO WRONG OR SOMEONE'S HURT, YOU COULD BE FORCED TO PAY TO FIX THINGS, OR GO TO COURT AND PAY DAMAGES AND LEGAL FEES.**

### Other Insurance to Check For

Other types of insurance may be available, but it's worth remembering the contractor must carry out the work with reasonable care and skill. If they don't, you can ask them to redo the work or refund some of the cost.

Contractors' all-risk cover - this covers the cost of replacing work that's destroyed before it's completed, and before your insurance covers it.

Insurance-backed warranties or guarantees - you can buy one of these as part of the cost of the work, if the contractor offers it. Check exactly what's covered before you decide to buy one - it should cover the cost of finishing or fixing the work if the contractor does a bad job or goes out of business.

### Your Insurance - What to Check

If you have home or contents insurance, contact your insurer to check you'll be covered during the work. You may have to pay more for your insurance during and after the work.

Your insurer will probably want to know what contractor you're using and what insurance they have. They might suggest that you take out joint insurance with the contractor.

**IMPORTANT: IF YOU DON'T HAVE HOME AND CONTENTS INSURANCE, IT'S WORTH LOOKING INTO GETTING SOME BEFORE THE WORK STARTS. YOU MIGHT FEEL MORE SECURE KNOWING YOU HAVE INSURANCE IN PLACE IN CASE OF ANY DAMAGE OR IF ANYTHING GOES MISSING.**

## STEP 5: GET A WRITTEN CONTRACT



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As soon as you give a contractor the go-ahead, you've made a contract with them, even if it's not written down.

Always try to get a contract in writing before you give the go-ahead. If the contractor doesn't do what you agreed, a written contract can help you get what you paid for, or at least get some of your money back.

If the contractor gives you a contract, check if it covers everything you agreed. If they don't you can write your own.

**IMPORTANT: BE WARY OF CONTRACTORS WHO WON'T PUT ANYTHING IN WRITING OR REFUSE TO SIGN SOMETHING THAT YOU WRITE YOURSELF (HOWEVER SIMPLE) - IT'S A SIGN THEY COULD BE DISHONEST.**

### Help Writing Your Own Contract

Written contracts don't need to be in legal language - they just need to outline:

- exactly what you're paying for (they can refer back to the quote for this)
- everything you've agreed on, e.g. timings, tidying up, materials and payments

It can help to look at example contracts, or create a contract using a template - e.g. for:

- home repairs or maintenance - you can [download a free contract template](#)
- building work - you can [download an example contract](#) or [buy a contract template](#)

### Timings

Make sure the contract covers:

- start and finish dates
- if you've agreed on a daily rate, the number of days the work will take and how many working hours are in a day
- delays - why they might happen, and what the contractor will do about them

### Health & Safety / CDM Regulations 2015

A contractor is anyone who directly employs or engages construction workers or manages construction work. Contractors include sub-contractors, any individual self-employed worker or business that carries out, manages or controls construction work. They must have the skills, knowledge, experience and, where relevant, the organisational capability to carry out the work safely and without risk to health.

Contractors and the workers under their control are most at risk of injury and ill health from construction work. Contractors therefore have an important role in planning, managing and monitoring their work to ensure any risks are controlled.

Contractors on all projects must:

- make sure the client is aware of the client duties under CDM 2015 before any work starts
- plan, manage and monitor all work carried out by themselves and their workers, considering the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them



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- check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work, or are in the process of obtaining them
- make sure that all workers under their control have a suitable, site-specific induction, unless this has already been provided by the principal contractor
- provide appropriate supervision, information and instructions to workers under their control
- ensure they do not start work on site unless reasonable steps have been taken to prevent unauthorised access
- ensure suitable welfare facilities are provided from the start for workers under their control, and maintain them throughout the work

Therefore, it is important that the contract covers who will be responsible for health & safety, as it is key that for a domestic project that involves more than one contractor, the builder assumes the responsibility.

### Tidying Up

Make sure the contract covers:

- how and when the contractors will remove rubbish and clear up after themselves
- who pays for delivery and collection of any skips

### Materials, Equipment and Subcontractors

Make sure the contract covers:

- who pays to buy or hire materials and equipment for things the contractor buys, how they'll give you receipts and paperwork
- if and when they'll use subcontractors, and that any sub-contractors they chose will be of the same standard of work as the builder

### Payments

Make sure the contract covers how and when you'll pay. Aim to:

- pay by card not cash
- pay in stages
- avoid deposits or upfront payments get some protection for your money

**IMPORTANT: AVOID CONTRACTORS WHO ONLY ACCEPT CASH OR WANT YOU TO PAY EVERYTHING UPFRONT OR OFFER A "VAT FREE" DEAL - IT'S A SIGN THEY COULD BE DISHONEST OR UNRELIABLE AND YOU WILL NOT HAVE A VALID CONTRACT IF THERE IS NO PROOF OF PAYMENT.**

### Paying by Card Not Cash

If you pay by credit or debit card, you may be able to get your money back through your bank if something goes wrong, e.g. the contractor doesn't turn up but refuses to pay back your deposit.

If this happens, you can contact your bank and say you want to [use the 'chargeback' scheme](#).

If you pay more than £100 by credit card, it may be easier to tell your bank you want to ['make a section 75 claim'](#). It's another way to get your money back.



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### Paying in Stages

This is a good idea, particularly if it's a big job, because it means problems can be put right before you make the final payment. Be clear about the point in the work when payments are due and what work you expect be done at the time each payment is due. There are schemes that store money in a secure account and only pay out when you and the builder are both happy with the work.

### Avoiding Deposits

Don't agree to pay everything up front, in case something goes wrong, or the contractor doesn't turn up.

If they ask for a deposit to pay for materials, offer to buy them yourself instead of paying a deposit - that way, at least you own the materials if something goes wrong.

If the work will take a long time, you may not be able to avoid a deposit. Aim to push it down as much as possible, and don't agree to more than 25%.

Always get a receipt for a deposit, as well as receipts for any materials it covers. Ideally, where you do need to pay a deposit, find out about using a deposit guarantee scheme, which can protect your money if things go wrong.

### Getting Protection

You can protect your deposit or staged payments until the work's complete, e.g. with a:

- deposit protection scheme - your money will be stored in a secure account until you and the builder are happy with the work
- insurance-backed warranty or guarantee - you can buy one of these from some contractors to cover the cost of finishing or fixing work if they do a bad job or go out of business

You may be able to [cancel the contract](#) if you change your mind within 14 days of giving the go-ahead or signing a written contract. If you agreed the work could start within those 14 days, you may have to pay for some or all of it.

## STEP 6: BE PREPARED TO DEAL WITH PROBLEMS

Get the contractor's full contact details before work starts. If you know how to get in touch, it's easier to deal with any problems that come up.

As soon as something happens that you're not happy with:

- ask the builder or contractor to put it right
- come to an agreement about how they'll fix it (and importantly who will be responsible for meeting the cost), and ask them to put it in writing

Unfortunately, with most developments there will also be a degree of unknown elements which you should consider and allow for within your budgets. Whilst most items are carefully considered at planning and design stages of projects; some elements would only be discovered once work has begun. For instance, the true nature of the ground conditions, presence of drains or tree roots may only be discovered once excavation has begun. On a large number of occasions, these "unknowns" will lead to additional costs.



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During the construction, should problems be discovered it is important to notify your Local Building Control and Agent. If you have appointed Contour as Agent, you should notify us as soon as possible to enable us to work together with the Contractor, Building Control and any Specialist Consultants to try and overcome the issue.

If there is anything that your Contractor is doing that concerns you then you should speak with the Local Building Control Officer as soon as possible. They are there to ensure that the development gets constructed correctly so will be able to advise you that either what is being done is correct or that your concerns are valid, and work needs to be done to rectify the issues.

If a contractor does a bad job or doesn't do what you agreed, you should be entitled to get it fixed or get some money back. Find out what you can do about [problems with building work, decorating and home repairs](#).

## STEP 7: WHAT SHOULD HAPPEN DURING CONSTRUCTION

Once you have appointed a Contractor and all the relevant permissions and contracts are in place, work should begin on site. The contract that you are advised to put in place with your Main Contractor should set out what works will be completed and the timings of when this should be completed. However, below we have listed below some additional information which you should be mindful of during the construction phase:

- Regular Building Control Inspections – On all work undertaken, it is important to ensure that the Contractor is arranging regular meetings on site with the Building Inspector to ensure that works are being completed to the correct standard. In most cases, it should be the Contractor who arranges these inspections as notice must be provided to the Inspector and the Contractor should know when he will be at a stage. Each project will have individual phases, however as a guide the Inspector should be contacted at the following stages as a minimum:
  - Commencement
  - Excavations for Foundations
  - Pouring of Foundation Concrete
  - Materials Laid over a Site
  - Damp Proof Course
  - Timber Joists / Steel Beams and Posts
  - Insulation
  - Electrical/Gas Installation
  - Drains Ready for Inspection
  - Drains Backfilled and Ready for Test
  - Occupation of the Building (or part of)
  - Final Completion
- As well as Building Control, there may be other Statutory Bodies which would need to undertake inspections of the work completed. For instance, works to Sewers will require the governing body to inspect and confirm works meet with their standards
- Have weekly site meetings with your Main Contractor to go through what work has been completed and the next steps. Ensure that detailed written notes are taken so a record of the work can be compiled. Even if you are living on site whilst the work is happening, it's good to

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have weekly meetings to go through everything that's happened as conversations that happen daily can become confusing and forgotten

- Make sure you know who is on the site and when. For security, its best to know who will be visiting the site and when they will be visiting. Especially if they have access to your home/site without you present. Additionally, it would be good to check the Sub-Contractors credentials, insurances and qualifications as detailed in the above steps as well as your Main Contractor
- Ensure that the Contractor is obtaining the correct certificates from Sub-Contractors and manufacturers calculations for materials and work being undertaken. For instance, the contractor should obtain:
  - Concrete Strength Certificate when pouring foundations
  - Manufacturers Calculations for Pre-Fabricated Concrete Floors
  - Manufacturers Calculations for Pre-Fabricated Timber Floor Joists and Roof Trusses
  - Electrical Installation Certificate from a Part P Registered Electrician
  - Boiler Commissioning Certificate from a Registered Gas Safe Engineer
  - FENSA Certificate for Window Installations
- You should ensure that the Contractor is completing his requirements as per the CDM Regulations 2015. The Contractor should have a site Health and Safety Folder which details all the records and information with regards to Health and Safety upon the site. This folder should be regularly updated by the Contractor with Risk Assessments, Method Statements and other relevant documents

## STEP 8: WHAT SHOULD HAPPEN UPON COMPLETION

Upon completion of the project you should hold a "Hand-Over" meeting with your Main Contractor to go through everything that has happened throughout the build. During this "Hand-Over" meeting, it is important to ensure that you make a schedule of defects and remediation works that is required prior to you "signing-off" with the Contractor that the works are completed satisfactorily. Ensure that the Contractor completes this schedule of defects prior to leaving site.

Additionally, the Contractor should provide the following to you:

- Building Regulations Full Approval – Upon completion of the works, the Contractor should hold a final inspection with Building Control and obtain a "Sign-Off" Certificate
- Certificates, Guarantees and Warranties – The contractor should provide you with a complete folder containing all Certificates, Guarantees and Warranties that have been obtained from Sub-Contractors and Manufacturers. You will require these should anything go wrong that is required to be fixed that was provided by someone other than the Main Contractor.
- Appliance Documentation and Manuals – As well as certificate, the Contractor should also hold a file containing all the relevant appliance documentation and manuals for items such as Boilers, Cookers and Extractors that is passed to you upon completion
- Main Contractor Guarantees and Warranties – The contractor should provide you with a guarantee or warranty for all building works that have been undertaken on your site. In the case of New Builds, you should ensure that a 10 Year Insurance Backed warranty is provided



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from a governing body or approved inspector such as Local Authority Building Control (LABC) or National House Building Council (NHBC)

- Health and Safety Folder – The site H&S folder should be passed onto the client containing all the Risk Assessments, Method Statements and relevant documentation. This should also include a Risk Assessment for use and on-going maintenance of the finished development.

## IMPORTANT CONTACTS

Below is a list of important contacts numbers and e-mail address which you should be aware of and may be required during the build. Contour Architectural Designs contact details can be found at the top of each page in this document.

### Building Control Offices

Name	Contact Number	E-mail Address
Castle Point Building Control	01268 882290	<a href="mailto:buildingcontrol@castlepoint.gov.uk">buildingcontrol@castlepoint.gov.uk</a>
Basildon Building Control	01268 208026	<a href="mailto:buildingcontrol@basildon.gov.uk">buildingcontrol@basildon.gov.uk</a>
Braintree Building Control	01376 557781	<a href="mailto:buildingcontrol@braintree.gov.uk">buildingcontrol@braintree.gov.uk</a>
Brentwood Building Control	01277 312500	<a href="mailto:buildingsurveying@brentwood.gov.uk">buildingsurveying@brentwood.gov.uk</a>
Chelmsford Building Control	01245 606431	<a href="mailto:building.control@chelmsford.gov.uk">building.control@chelmsford.gov.uk</a>
Colchester Building Control	01206 282424	<a href="mailto:building.control@colchester.gov.uk">building.control@colchester.gov.uk</a>
Epping Forest Building Control	01992 564141	<a href="mailto:contactbc@eppingforest.gov.uk">contactbc@eppingforest.gov.uk</a>
Harlow Building Control	01279 446859	<a href="mailto:building.control@harlow.gov.uk">building.control@harlow.gov.uk</a>
Maldon Building Control	01621 854477	<a href="mailto:building.control@maldon.gov.uk">building.control@maldon.gov.uk</a>
Rochford Building Control	01702 318191	Contact via website ( <a href="http://www.rochford.gov.uk">www.rochford.gov.uk</a> )
Tendring Building Control	01255 686111	<a href="mailto:bcinspections@tendringdc.gov.uk">bcinspections@tendringdc.gov.uk</a>
Uttlesford Building Control	01799 510539	Contact via website ( <a href="http://www.uttlesford.gov.uk">www.uttlesford.gov.uk</a> )
Southend Building Control	01702 215345	<a href="mailto:buildingcontrolregistration@southend.gov.uk">buildingcontrolregistration@southend.gov.uk</a>
Thurrock Building Control	01375 652008	<a href="mailto:building.control@thurrock.gov.uk">building.control@thurrock.gov.uk</a>

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**CONTOUR ARCHITECTURAL DESIGNS LIMITED**



80 High Street  
Canvey Island  
Essex  
SS8 7SQ

tel:// 01268 690974

email:// enquiries@contour-designs.co.uk

web:// contour-designs.co.uk

National House Building Council (NHBC)	0800 035 6422	Contact via website ( <a href="http://www.nhbc.co.uk">www.nhbc.co.uk</a> )
Assure Building Control	0191 482 0555	Contact via website ( <a href="http://www.assurebuildingcontrol.co.uk">www.assurebuildingcontrol.co.uk</a> )
BBS Group Approved Inspectors	01892 891282	<a href="mailto:office@bbsgroup.co.uk">office@bbsgroup.co.uk</a>
CRL Building Control	0800 772 3200	Contact via website ( <a href="http://www.c-r-l.com">www.c-r-l.com</a> )
Assent Building Control	01924 229180	<a href="mailto:admin@assentbc.co.uk">admin@assentbc.co.uk</a>

#### Essex Police

Emergency - 999

Telephone - 101

Website - [www.essex.police.uk](http://www.essex.police.uk)

#### East of England Ambulance Service NHS Trust

Emergency - 999

Telephone - 0845 601 3733

Website - [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)

#### Essex Fire and Rescue

Telephone - 01376 576000

Emergency - 999

Website - [www.essex-fire.gov.uk](http://www.essex-fire.gov.uk)

#### Maritime & Coastguard Agency

Telephone - 01255 675518

Website - [www.gov.uk/government/organisations/maritime-and-coastguard-agency](http://www.gov.uk/government/organisations/maritime-and-coastguard-agency)

#### Essex County Council (incl. Highways)

Telephone - 0845 603 7631

Website - [www.essex.gov.uk](http://www.essex.gov.uk)

#### Environment Agency

Telephone - 0845 988 1188

Website - [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

#### Government Emergency Planning

Website - [www.gov.uk/government/publications/the-national-flood-emergency-framework-for-england](http://www.gov.uk/government/publications/the-national-flood-emergency-framework-for-england)

#### Anglian Water

Telephone - 0345 145 145

Website - [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

Registered Office: Building 46 ● 9 Marlborough Road ● Royal Arsenal ● London ● SE18 6TA

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#### **Essex Suffolk and Water**

Telephone - 0345 782 0999

Website - [www.eswater.co.uk](http://www.eswater.co.uk)

#### **UK Power Networks**

Telephone - 0800 029 4285

Website - [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)

#### **Cadent Gas**

Telephone - 0800 111 999

Website - [www.cadentgas.com](http://www.cadentgas.com)

#### **Openreach (Broadband and Phones)**

Telephone - 0800 023 2023

Website - [www.homeandbusiness.openreach.co.uk](http://www.homeandbusiness.openreach.co.uk)

#### **Virgin Media**

Telephone - 0345 454 1111

Website - [www.virginmedia.com](http://www.virginmedia.com)

#### **Sky TV & Broadband**

Telephone - 0333 759 1018

Website - [www.sky.com](http://www.sky.com)

#### **The Met Office**

Telephone - 0370 900 0100

Website - [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

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