

## **Agents Customer Charter**

At Lincs Building Consultancy we are committed to helping our customers. For most people their home is the largest investment they will ever make so when they choose to remodel or extend their home making the right choice in selecting their architect/agent is very important. That is why we have introduced our Customer Charter to help you make the right choice.

### **Why should you hire a professional?**

Few people realise how complicated it is to build - that is until they find themselves lost in the maze of design options, building regulations, planning requirements, contractors and so on. No two building projects are exactly alike, so there is no single, clear-cut path to follow.

Your designer is the one professional who has the education, training, experience and vision to guide you through the entire design and construction process, from helping you define what you want to build to helping you get the most for your construction money.

Architects and designers see the big picture. They don't just design four walls and a roof - they create total environments, interiors and exteriors, that satisfy functional needs and are exciting, dynamic spaces in which to work and live.

Whether you are remodelling, adding on, or building from scratch, the architect can guide the way. Working with contractors and other construction professionals, architects can help you end up with a well-designed project that meets your needs and works with your budget and time frame.

### **How Do You Find the Right Agent?**

Each architect has his or her own style, approach to design, and methods of work. So it is important to find an architect who understands your style and needs. If you have already worked with a particular architect and feel comfortable, it makes sense to call him or her again. If not, you will have to do a little work and that is where we can help.

### **A Little Homework Goes a Long Way**

First, think carefully about your building needs and goals: -

- Do you need more space?

- What activities will be housed in the space?
- How much can you spend on the project?
- How will you finance it?
- Where will it be located?
- Do you plan to do some of the work yourself?

Don't worry if you don't have all the answers. The architect can help you clarify your goals, if necessary.

### **How Can Lincs Building Consultancy Help?**

Here at Lincs Building Consultancy we understand that selecting a professional can be challenging so to help you we have a list of professionals who have signed our Customer Charter. Below you will see the commitments the Agents have committed too: -

- Include LBC at an early stage in the design process when necessary to assist in the interpretation of the Building Regulations. This is particularly important with regard to fire safety and access issues.
- Provide all necessary information to determine applications, ie 3 copies of fire plans when required and 1 copy of plans and calculations, including a site and drainage plan.
- Provide as much information as possible before commencement of each stage of the development to ensure, where possible, an appraisal can be undertaken.
- Highlight where information is not available and request that a conditional or stage approval, as appropriate, is given.
- Explain the Building Control Charges to your client & provide the relevant charge or the agreed stage payment.
- Provide a programme for the project where necessary.
- Respond to any request for further information or to any queries raised by Building Control promptly.
- Keep LBC fully informed of any changes in design
- Deal with customer complaints promptly and courteously
- Provide a written explanation if a complaint is unresolved

The charter is not a guarantee that things will always go smoothly and we do not suggest that by simply selecting a professional from our list you may not run into problems, but it is a good starting point. You can also contact the Royal Institute of British Architects Client Services to obtain a free shortlist of RIBA architectural practices with the appropriate resources, skills and experience or visit their web site at [www.architecture.com](http://www.architecture.com)

Alternatively you can try the Chartered Institute of Architectural Technologists (CIAT) [www.ciat.org.uk](http://www.ciat.org.uk)