

# CLIENT QUESTIONNAIRE

Date:

Name:

Address:

Contact Numbers:

Home:

Mobile:

Email Address:

Project Address:

Site Details:

We are in the early stages of investigating your design and construction options. The goal is to find out if we can help you. In most cases we can in which case once we understand your situation, we can suggest the next best step. If we cannot help you or someone else is better suited, then we can help refer you.

1. We need to understand what you want and what stage you are at.
2. If we are a good fit, I will give you a brief rundown on who we are and the starting process we use to help people with their research and evaluation of their options. This is called the Needs and options review.
3. When we are both ready to move forward, we can arrange a time to meet and get the Needs and Options review started.

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## General Questions:

1. Have you built or renovated a house before?
2. Apart from you who else ultimately needs to be included in the Needs and options review process?
3. When do you want or need the renovation completed by?
4. Do you have a budget for this project yet?
5. What is driving the need for this project?
6. Are there any obstacles stopping you from moving ahead with this project once you have a clear picture of what you want and it fits within your budget?
7. Out of ten how big are each of these obstacles?
8. If you are building new – Do you have a site already?
9. Out of ten how clear are you on exactly what you need?
10. Out of ten how aware are you of all the various options your site will accommodate?
11. Out of ten how confident are you that you are aware of all the legal requirements?
12. Out of ten how aware are you of the process you will need to have in place to get the project completed on time and on budget?
13. Out of ten how confident are you that your budget will achieve your needs?
14. Will you be wanting to run this project in multiple phases?
15. Is there anything else we should know?
16. Out of one hundred how important is this project to you?
17. What are the consequences of not doing this renovation?

If you are not able to answer all of these questions yet, the Needs and Options review will allow us to fill in the gaps and get you ready to move to the design phase.

The first step you will need to complete is Needs and Options review. We designed this process a few years ago because there is a huge issue in the construction industry of people starting design and construction before they have fully done their research and homework. People are trying to run before they walk. The consequence of inadequate upfront research of needs and options is like building a house on bad foundations. The foundations are the most important part of the whole house because everything is built on top. It's very expensive to change the foundations once you have started to build on top of them. But very easy to change them if they are simply lines on a plan. We spend a little more time on the research than most other firms who rush their clients into the design phase. It only causes cost over runs later if we take short cuts and don't establish solid foundations.

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