



NEW CLIENT SET-UP

To ensure we're able to deliver the service you have engaged us to provide, we need to take some information from you.



AFTER BUILD

fixed-price after care



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afterbuild.com



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The sooner we can set this up on our system, the better, so following the signing of the CSA (Client Service Agreement) we will organise a set-up meeting with you, and any members of your team you see necessary to include.

The more information we can obtain from the very beginning, the smoother everything will run. We have a special form (Excel spreadsheet) which you can download from our website at:

<https://www.afterbuild.com> – you'll find it at the very bottom of the home page. It makes sense to use this because at any stage you can see what you have provided and what remains to be collated. Essentially, we need to know:

CUSTOMERS

Any pre-occupied plots, full postal addresses, names, and contact details of occupants.

CONTRACTORS

All contractors who worked on the construction of the development. Name, address, and full contact details. What they did and how long they are contractually obliged to take instructions for legitimate build defects.

EMERGENCIES

One of the vital aspects of managing aftercare is ensuring that when an emergency occurs outside of normal office hours, somebody will take and manage the call. To do this you need to provide us with contact details of contractors who will operate a service outside of normal business hours, so if we ring them, they will answer and be willing to take an instruction.

Generally, this will be an M&E company with possibly a security company and a drainage engineer. We can provide substitute engineers if required, but clearly there will be a charge for this.

HOUSING ASSOCIATIONS

If some of your stock is managed by a social landlord, again we must take contact details and understand their reporting procedures.