

**Building  
Advice  
Bureau**



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### **Quality expected**

The main areas of complaints received are for the following reasons:

1. The client being unaware of exactly what they are receiving for their money
2. The rising cost of the works with the original estimated not at all being representative to the final invoice
3. The quality of the finished product

Quality of the end product is best dealt with at the start of the process and prior to works even starting on site. By producing a specification for the works, and using comparisons to [British standards](#) / [Building Regulations](#), this will determine that your builder understands what quality is expected from him.

### Example

A client looking to lay a new block paved drive, will be unaware of the preparation needed underneath the paving, and the method of compacting the sub base. On completion of the works, the finished product will look faultless, but following months of differing weather and constant driving of your car on the surface, the preparation or lack of it will start to show, in the form of the surface starting to sag, and ponding water. If inadequate edge protection is provided, the edges blocks will start to move. Once you arrive at this stage it could be 14 months after completion, and you would have paid the full amount to your builder, and any [Guarantee](#) given will be tested out, and what you will find is that arbitration of poor workmanship is now a more expensive and a more lengthily process.