
Fact Sheet

03

Product:

Project Management

Suitable For:

Residential and Commercial
Property Owners

Project Management Residential and Commercial Property Owners

Description

Our ability to fully integrate and manage every aspect of either residential or commercial property refurbishment and development from start to finish increases efficiency, reduces friction and ensures the completion of your project on time and on, or under, budget.

The guidance and scrutiny of our qualified and experienced Project Director utilising our in house support and coordination teams will maintain complete focus on control of time, cost, quality and safety in the design, implementation and completion of your project. ■



5 phases of a project

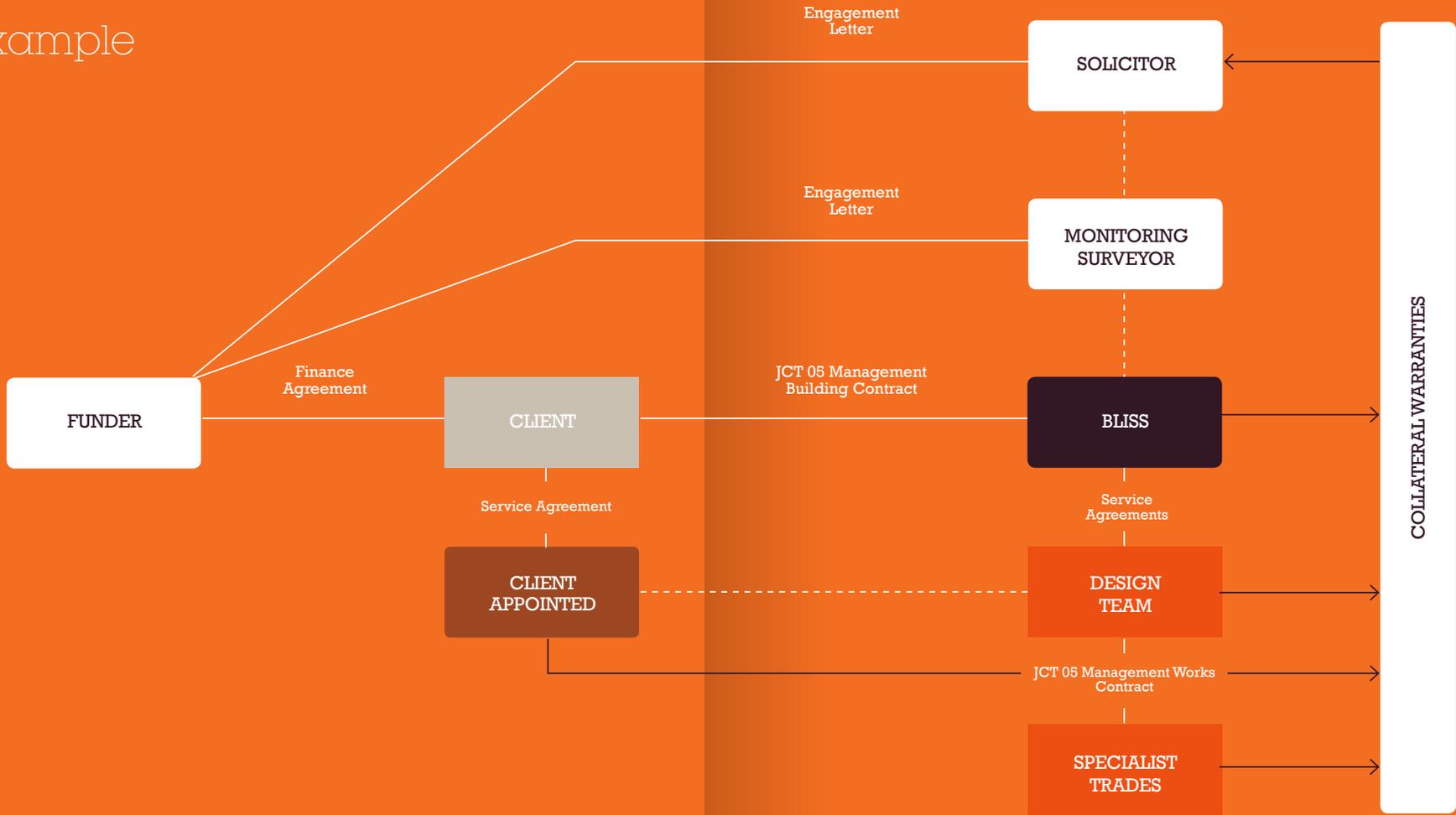
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- 01 Project Launch
 - 02 Design
 - 03 Tender & Award
 - 04 Construction
 - 05 Post-Construction
-

As Project Managers our services include:

- _ Identification of the primary stakeholders
 - _ Establishing client's primary drivers
 - _ Develop the project brief
 - _ Identify critical dates
 - _ Identify the project specific constraints
 - _ Establish high-level project budget and financial appraisal
 - _ Establish requirement for third party approvals
 - _ Design team selection
 - _ Design team contracts
 - _ Specialist Procurement
 - _ Regular communication and project status reports
 - _ Setting the Master Programme
 - _ Steering the design team
 - _ Expedite Building Control review and approvals
 - _ Monitoring design team performance
 - _ Obtain competitive Tenders for the works
 - _ Regular project progress meetings
 - _ Co-ordinating Client direct contractors / suppliers
 - _ Construction quality review
 - _ Certify monthly contractor payment
 - _ Liaison with Funder
 - _ Driving rectification of any defects
 - _ Testing & commissioning
 - _ Determining hand-over procedures
 - _ Structure end-user Training Sessions
 - _ Delivery of Owners Manual
 - _ After-sales support ■
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Project Contractual Structure

Typical Example

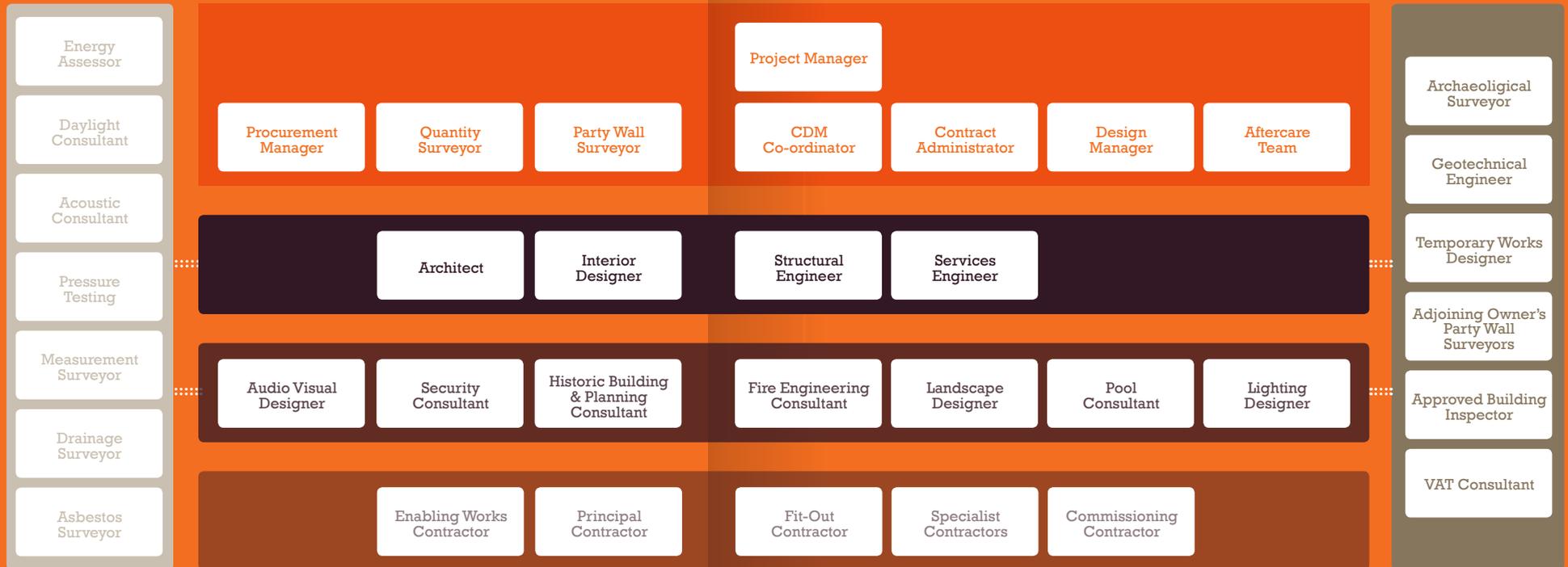


- 01 Client
- 02 Bliss
- 03 Client appointed
- 04 Specialist Trade Contractors / Consultants
- 05 Funder



Project Team Structure

Typical Example



- Bliss
- Core Design Team
- Support Design Team
- Implementation
- Single Action Professionals
- Ancillary Consultants

FAQ'S

What are Bliss' credentials?

The owners and Directors of Bliss boast a combined 75 + years of experience operating in the London and UK property market in a variety of sectors and disciplines including Residential acquisition & development, commercial acquisition & development and hotel & leisure acquisition and development.

Bliss partner and MD, Kevan Buckley, is a Chartered Quantity Surveyor and the Bliss group is regulated by the RICS (Royal Institution of Chartered Surveyors).

In addition we utilize our own internal policies, processes and procedures and are governed by our 'Delivery Charter', which provides a code of conduct for our operations. A copy of this is available upon request.

Why shouldn't I just instruct an Architect or go to a builder?

You can, and many people do in their search for a construction

professional to assist them with their project. However, our philosophy is one of getting the right people to do the right jobs and this means freeing up the design team to do what it is that they do best: design – allowing us to provide a disciplined approach to active management of the whole project process and in so doing, hold the individual team disciplines accountable for their own performance. Furthermore, our professional training is cost-centric meaning that at all times the control of time and cost is at the top of our agenda. In addition, our service is more comprehensive and personalized. This means that there is continuity of dialogue and a consistent understanding of client requirements from conception to completion. Your point of contact remains consistent and familiar throughout the process from inception to completion and handover.

How am I protected?

Our process is transparent and professional and often carried out reporting to a client appointed lawyer, accountant or advisor in addition to the client himself or herself. Our fees are fixed for the duration of the project which means that our focus is solely on delivering your objectives. Furthermore, our services are regulated by the RICS as aforementioned and are insurance-backed through our Professional Indemnity and Public Liability policies.

What if it doesn't work out between us?

As our agreement is broken down into phases our fixed fee will be tailored to each particular phase with the option for us to part ways at the end of any given phase, subject to any costs/fees accrued during the phase and as detailed in our Project Management proposal which we would form the basis of our relationship.

Are you able to assist with arranging funding?

Yes. We have a tried and tested network of contacts for all manner of property funding in the UK whom we would engage with on your behalf in order to secure the best funding on the best terms.

Can you recommend other professionals if requested?

Yes. As above our network encompasses the best professionals currently working in the UK/London property sector that we would engage with on your behalf.

What if I have my own preferred designer or other tradesman I want to use?

That's no problem. We provide a management service for the project where the first stage is to pull together the most appropriate team. It's not uncommon to incorporate client nominated team members into

FAQ'S

a project or alternatively to draw up on our extensive database of professionals, suppliers and specialist trade contractors.

What is a likely timescale from start to finish?

Not an easy question to answer as it completely depends on the specific nature of the project. However, a simple design and refurbishment with no requirement for planning permission could be concluded in as little as 6 months. More complex projects typically take 12 – 24 months

At the outset of the project we will present a project specific detailed timeline that will be adopted by whole project team and identify key milestones and decision dates for each of the project phases. For the construction phase we require the contractor to enter in to an agreement to pay compensation if he is responsible for any delay to the completion date.

What is the decision making process?

Each project is assigned a Project Director who is the consistent point of contact for the client. Clients are kept informed on project progress by way of regular 'Bliss Bulletins' and in addition the Project Director will undertake regular contact with the client to advise and receive instructions throughout the process.

Regular photographic evidence of site progress will be provided to support the written progress reports and, in the case of design, images, visuals and digital 3D models are provided to ease the client decision-making process.

Am I in control?

As our client you employ our services whilst you remain in control of your property asset and your money. ■



Our Fees

Our Project Management fee is typically based on 7-10% of the total build project cost which is provided in advance as a fixed fee proposal and paid in equal monthly instalments over the duration of the project ■

NB:

1 Bliss management fees are levied over and above those of design and build team members

2 Fees are subject to UK VAT at the prevailing rate

3 In the case of new build projects zero rating for VAT applies

Next Steps

Contact us to chat through your requirements, which, if you require, we will follow up with a formal proposal.

Robert Agsteribbe

Business Development Director

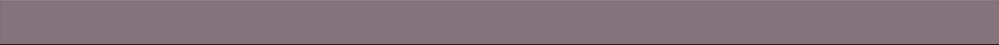
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