

Client Welcome Pack



OLNEY BUILDING & RENOVATIONS LTD

Shaping homes with passion and skill.



W e l c o m e .

Thank you for choosing Olney Building & Renovations Ltd to bring your vision to life. As a local business we take great pride in the work we do and the relationships we build with our clients. Our core values—honesty, craftsmanship, and dedication—are at the heart of everything we do. We believe in open communication, attention to detail, and delivering projects that stand the test of time.

From the moment you engage with us, you can expect clear guidance, quality materials, and a team that genuinely cares about your project. We're committed to making the process as smooth and stress free as possible, from start to finish.

Again, thank you for trusting us to bring your project to life. We look forward to working with you!

Warm regards,

John Inwood

Managing Director | Olney Building & Renovations Ltd



About Us

At Olney Building & Renovations Ltd, we specialise in transforming homes into beautiful, functional spaces that our clients love to live in. Based in Olney, we provide expert services in domestic extensions, loft conversions, garage conversions, bespoke renovations and premium home improvements, delivering projects that combine quality craftsmanship with exceptional attention to detail.

With 24 years of experience in the construction industry, our team is passionate about turning your vision into reality. From initial consultation to the final hand over, we offer a seamless, stress free experience, handling every stage with professionalism and care.

Whether it's creating a light filled kitchen extension, a stylish loft conversion, or a fully bespoke renovation, we pride ourselves on workmanship that lasts and a service you can trust.

What sets us apart ?

Tailored service for every project - We listen carefully to your needs and provide solutions designed to suit your lifestyle and budget

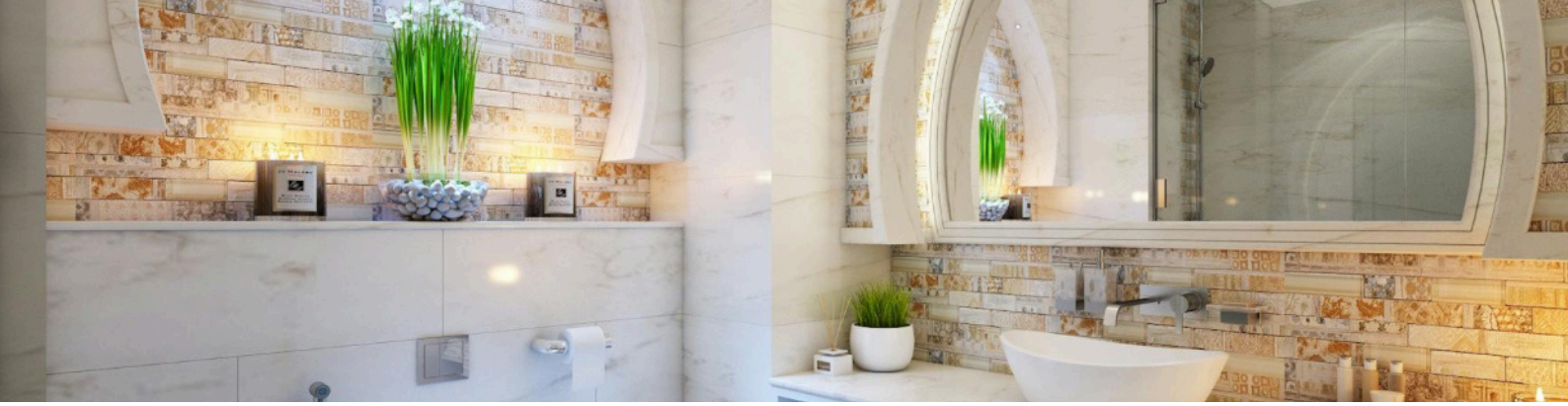
Quality craftsmanship - Our skilled team combines traditional techniques with modern construction methods to ensure lasting results

Transparency - From a detailed quotation to communication, we keep you informed at every stage so you feel confident and in control with no hidden surprises

Customer satisfaction - Much of our work comes from recommendations and we make it our mission to deliver beyond client expectations

When you choose Olney Building & Renovations Ltd, you're choosing a company that cares about your home as much as you do.





Project Stages

01

CONSULTATION

- Establish client requirements
- Conduct site survey
- Prepare initial quotation
- Discuss quotation with client
- Revise quotation if necessary

02

DESIGN & PLANNING

- Develop concept and detailed designs
- Obtain planning permission and building regulations
- Prepare specification
- Create project programme

03

PROCUREMENT

- Get the project site ready
- Select suppliers
- Sign contracts
- Agree responsibilities
- Arrange any insurances

04

PROJECT DELIVERY

- Execute work to drawings, specifications and programme
- Quality control
- Site inspections
- Track cost and variations
- Regular client updates and check ins

05

COMPLETION

- Snagging and final inspections
- Testing and commissioning
- Provide any manuals, warranties and certification
- Obtain completion certificates
- Client walk round
- Complete sign off form
- Final account settlement
- Post project follow up



Communication

CONTACT DETAILS

✉ info@olneybuildingandrenovations.co.uk

☎ 07958 781550

🌐 www.olneybuildingandrenovations.co.uk

OFFICE HOURS

📅 M-F 8:00am - 5:00pm

RESPONSE TIME

🕒 Within 24 hours except weekends

Your Role as a Client

Please complete this Pre-Project Checklist before the project gets underway.

01

FINALISE DESIGN CHOICES

Ensure all design elements and materials have been selected and approved.

02

REVIEW THE CONTRACT

Double check the contract for accuracy and make sure you understand all terms and conditions.

03

SET A COMMUNICATION PLAN

Confirm your preferred method of contact.

04

PREPARE THE SITE

Clear the work area of any personal belongings and ensure access to necessary utilities.

05

ARRANGE PAYMENT

Pay your engagement fee to secure your commencement date, any required materials and PC items.

06

NOTIFY NEIGHBOURS

Inform your neighbours about the upcoming construction to prevent any potential disruptions.

Payment

Your payment schedule will be designed to align with the key milestones of your project.

For your convenience, we kindly ask that all payments are made by card. Card payments are quick, secure and provide instant confirmation, helping us keep your project running smoothly and efficiently.

1. Engagement fee

Due on signing the contract. This will cover initial project set up, admin, procurement of key long lead items (Windows, Steels, kitchens, etc) and secure your start date.

2. Milestone payments

Milestone payments will be agreed and written into the contract. These may consist of smaller frequent payments or larger less frequent payments. Depending on which option feels comfortable with you.

These will become due on completion of each milestone. This approach keeps the project running smoothly and provides clear transparency from start to finish.

3. Project completion

The final payment is due once your project is complete. This will include all snagging and client satisfaction. This ensures everything is signed off and ready for you to enjoy.



Timeline

We understand that staying on schedule is crucial to your peace of mind. Here's a general overview of an example timeline (Illustration purposes only)

01 INITIAL PLANNING & APPROVALS

Estimated Time: 1-8 weeks

02 MILESTONE 1

Estimated Time: 2-4 weeks

03 MILESTONE 2

Estimated Time: 2-4 weeks

04 MILESTONE 3

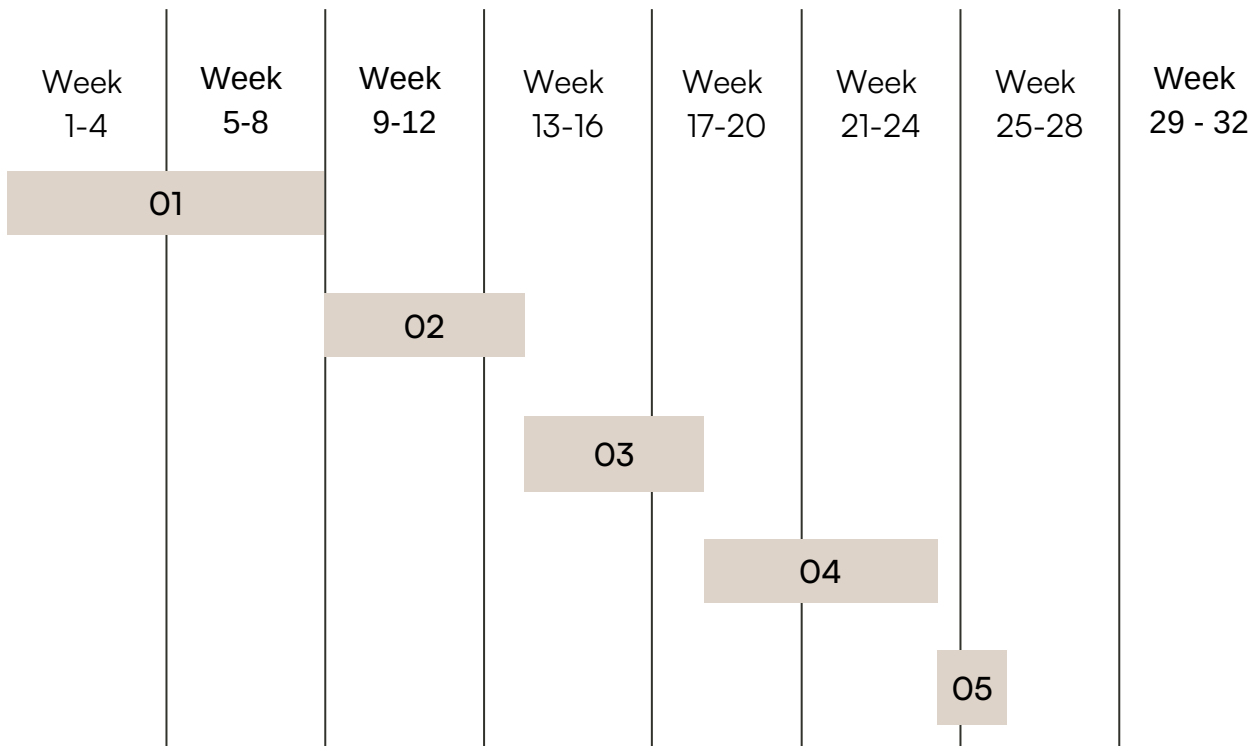
Estimated Time: 4-6 weeks

05 PROJECT COMPLETION

Estimated Time: 1-2 weeks



Project Schedule





Sustainable Practices

At Olney Building & Renovations Ltd, we are committed to environmentally responsible building practices. We utilise a range of eco friendly materials, such as sustainable timber and recycled materials, to reduce our environmental footprint. Our designs incorporate energy efficient features like high performance insulation, solar panels, and water saving fixtures to minimise energy consumption and lower utility costs. By focusing on these practices, we aim to create homes that are not only beautiful but also kind to the planet.

Your Contribution

You can play a significant role in supporting sustainability throughout your project. Here are a few ways you can contribute:



- MATERIALS**
Ask us about sustainable or recycled materials for finishes.
- ENERGY EFFICIENCY**
Consider incorporating energy efficient appliances and lighting in your home.
- WASTE MANAGEMENT**
We work to reduce all construction waste by recycling materials like concrete, clean fill and steel across all our projects.
- WATER CONSERVATION**
Select water efficient fixtures and systems to help reduce water usage.

F A Q

DO WE GET A FINAL INSPECTION?

As we approach the final stages of your project, we will schedule a thorough walk through to ensure everything meets your expectations. During the final inspection, we'll go over all completed work, answer any last minute questions, and address any outstanding details.

Once everything is in order, we'll officially hand over the keys and provide you with all relevant documentation, including warranties and maintenance guides. Your satisfaction is our priority, and we'll ensure everything is perfect before we conclude the project.

HOW LONG WILL MY PROJECT TAKE?

We will endeavour to complete your project within the agreed timeline, provided everything stays on track as planned. While we aim to meet all our deadlines, certain factors such as weather, material availability, or unexpected site conditions may cause delays. Rest assured, our team will keep you updated throughout the process and promptly inform you of any changes.

DO WE NEED TO MOVE OUT?

For most extensions and renovations, you can stay at home. There may be some disruption, but we always aim to minimise dust, noise and downtime for your household.

WHAT ABOUT CHANGES ONCE THE WORK HAS STARTED?

We understand that sometimes ideas evolve and we want you to have exactly what you want. Any changes will be discussed, quoted for and agreed in writing before we proceed. This will be a variation order and is described in the terms and conditions.



F A Q

WILL WE NEED PLANNING PERMISSION OR BUILDING REGULATIONS?

This depends on the type and size of the project. We can guide you through the process and, if needed, work with architects and local authorities to ensure everything is compliant.

HOW DO WE HANDLE DUST AND MESS?

We protect floors and furniture, use dust sheets and tidy up daily. We also aim to contain mess to the work area as much as possible. Temporary stud walls are always good for this.

CAN YOU HELP WITH DESIGN IDEAS AND MATERIALS?

Yes. we can advise on layouts, finishes and practical solutions. We have trusted suppliers for kitchens, bathrooms and bespoke features.

HOW DO I CONTACT YOU DURING THE PROJECT?

I will personally be your dedicated project manager and contact. I will provide regular updates, so communication is always clear and hassle free. I will be available on the phone, email or what's app Mon - Fri 8am-6pm Sat 8am-1pm



Next Steps

Now that you're all set to begin your project with Olney Building & Renovations Ltd, here's what to do next:

- Review this Welcome Pack: Take a moment to go over all the steps and details in this document to ensure you're familiar with the process ahead.
- Communication Preferences: Make sure we have your preferred method of contact so we can keep you updated at every stage of your project.
- Confirm Any Final Details: Double check your design choices, materials, and any other preferences before we begin.
- Secure Your Project Start Date: Pay your engagement fee to secure your commencement date, any required materials and your PC items.
- Stay Connected: Follow us on social media for updates & inspiration.

We're looking forward to starting this journey with you.

Should you have any questions, feel free to reach out to us via email or phone.



<https://www.facebook.com/profile.php?id=615673629723621>

Olney Building & Renovations Ltd

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🌐 www.olneybuildingandrenovations.co.uk

📍 Olney, Buckinghamshire



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trusted introductions"*

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