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# BUILDING & CONSTRUCTION SERVICES

## 1. Excavation & Groundworks

### Excavation & Groundworks – Site Preparation & Clearance

#	Question	Type / Options
1	Where is the job located?	Short text (town / area)
2	How easy is access for machinery?	<input type="checkbox"/> Easy (wide entrance) <input type="checkbox"/> Moderate (small truck/digger only) <input type="checkbox"/> Difficult (narrow or restricted)
3	Approximate area to prepare or clear:	<input type="checkbox"/> Small (under 50m <sup>2</sup> ) <input type="checkbox"/> Medium (50–200m <sup>2</sup> ) <input type="checkbox"/> Large (200m <sup>2</sup> +)
4	What needs clearing?	<input type="checkbox"/> Vegetation / trees <input type="checkbox"/> Rubble / debris <input type="checkbox"/> Old structures <input type="checkbox"/> Soil / top layer <input type="checkbox"/> Mixed waste
5	Ground condition:	<input type="checkbox"/> Soft soil <input type="checkbox"/> Clay <input type="checkbox"/> Rocky <input type="checkbox"/> Uneven / sloped <input type="checkbox"/> Unsure

6	<b>Purpose of the work:</b>	<input type="checkbox"/> New build <input type="checkbox"/> Extension <input type="checkbox"/> Landscaping <input type="checkbox"/> Driveway / patio <input type="checkbox"/> Other
7	<b>Do you require levelling or compacting after clearance?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure yet
8	<b>Who will handle waste disposal?</b>	<input type="checkbox"/> We will provide skips / removal <input type="checkbox"/> Client will arrange <input type="checkbox"/> To be confirmed
9	<b>Any known underground services (gas, water, electric, etc.)?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
10	<b>Machinery &amp; labour needed:</b>	<input type="checkbox"/> Mini digger <input type="checkbox"/> 5T digger <input type="checkbox"/> Dumper <input type="checkbox"/> Grab lorry <input type="checkbox"/> Labourers only
11	<b>Preferred start time:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1-2 months <input type="checkbox"/> Flexible
12	<b>Do you have any drawings, photos, or plans?</b>	<input type="checkbox"/> Yes (can share) <input type="checkbox"/> Not yet <input type="checkbox"/> Not needed

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## EARTHWORKS & EXCAVATION

#	Question	Type / Options
1	<b>Site access for machinery:</b>	<input type="checkbox"/> Easy (wide entrance) <input type="checkbox"/> Moderate <input type="checkbox"/> Difficult
2	<b>Area size to excavate:</b>	<input type="checkbox"/> Small (under 50m <sup>2</sup> ) <input type="checkbox"/> Medium (50–200m <sup>2</sup> ) <input type="checkbox"/> Large (200m <sup>2</sup> +)
3	<b>Depth required:</b>	<input type="checkbox"/> Up to 0.5m <input type="checkbox"/> 0.5–1m <input type="checkbox"/> 1–2m <input type="checkbox"/> 2m+ / deep dig
4	<b>Material to remove:</b>	<input type="checkbox"/> Soil <input type="checkbox"/> Clay <input type="checkbox"/> Rubble <input type="checkbox"/> Rock <input type="checkbox"/> Mixed
5	<b>Purpose of excavation:</b>	<input type="checkbox"/> Foundations <input type="checkbox"/> Utilities <input type="checkbox"/> Landscaping <input type="checkbox"/> Pool / tank <input type="checkbox"/> Other
6	<b>Disposal method:</b>	<input type="checkbox"/> We remove waste <input type="checkbox"/> Client skip <input type="checkbox"/> On-site reuse

7	<b>Ground condition:</b>	<input type="checkbox"/> Dry <input type="checkbox"/> Wet <input type="checkbox"/> Clay-heavy <input type="checkbox"/> Rocky <input type="checkbox"/> Unknown
8	<b>Machinery required:</b>	<input type="checkbox"/> Mini digger <input type="checkbox"/> 5T digger <input type="checkbox"/> Dumper <input type="checkbox"/> Grab lorry <input type="checkbox"/> Manual labour
9	<b>Any underground services nearby?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
10	<b>Preferred start date:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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## TRENCHING FOR UTILITIES & SERVICES

#	Question	Type / Options
1	<b>Services required:</b>	<input type="checkbox"/> Electrical <input type="checkbox"/> Water <input type="checkbox"/> Gas <input type="checkbox"/> Telecoms <input type="checkbox"/> Mixed
2	<b>Average trench depth:</b>	<input type="checkbox"/> 0.3–0.5m <input type="checkbox"/> 0.5–1m <input type="checkbox"/> 1–2m <input type="checkbox"/> Over 2m
3	<b>Trench length:</b>	<input type="checkbox"/> Under 10m <input type="checkbox"/> 10–30m <input type="checkbox"/> 30m+

4	<b>Surface material:</b>	<input type="checkbox"/> Soil <input type="checkbox"/> Gravel <input type="checkbox"/> Concrete <input type="checkbox"/> Tarmac <input type="checkbox"/> Mixed
5	<b>Backfilling required:</b>	<input type="checkbox"/> Yes, with same material <input type="checkbox"/> Yes, with new material <input type="checkbox"/> No
6	<b>Pipe/cable installation by:</b>	<input type="checkbox"/> Us <input type="checkbox"/> Other contractor <input type="checkbox"/> To be confirmed
7	<b>Access restrictions:</b>	<input type="checkbox"/> None <input type="checkbox"/> Narrow access <input type="checkbox"/> Shared driveway <input type="checkbox"/> Public path
8	<b>Waste removal:</b>	<input type="checkbox"/> We remove <input type="checkbox"/> Client removes <input type="checkbox"/> Not needed
9	<b>Any service maps or drawings?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Will provide later
10	<b>Preferred timeframe:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

## FOUNDATIONS & FOOTINGS

#	Question	Type / Options
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1	<b>Type of build:</b>	<input type="checkbox"/> New build <input type="checkbox"/> <input type="checkbox"/> Extension <input type="checkbox"/> <input type="checkbox"/> Retaining wall <input type="checkbox"/> <input type="checkbox"/> Shed / outbuilding <input type="checkbox"/>
2	<b>Foundation type:</b>	<input type="checkbox"/> Strip <input type="checkbox"/> Trench fill <input type="checkbox"/> <input type="checkbox"/> Raft <input type="checkbox"/> Pad <input type="checkbox"/> Piled
3	<b>Approx. size / footprint:</b>	<input type="checkbox"/> Small (<50m <sup>2</sup> ) <input type="checkbox"/> <input type="checkbox"/> Medium (50–150m <sup>2</sup> ) <input type="checkbox"/> <input type="checkbox"/> Large (150m <sup>2</sup> +) <input type="checkbox"/>
4	<b>Depth required:</b>	<input type="checkbox"/> 0.5m <input type="checkbox"/> 1m <input type="checkbox"/> 1.5m+ <input type="checkbox"/> Unsure (need advice)
5	<b>Ground condition:</b>	<input type="checkbox"/> Firm <input type="checkbox"/> Soft <input type="checkbox"/> Clay <input type="checkbox"/> Rocky <input type="checkbox"/> <input type="checkbox"/> Unknown
6	<b>Reinforcement needed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
7	<b>Concrete supply:</b>	<input type="checkbox"/> Client-supplied <input type="checkbox"/> We supply <input type="checkbox"/> Not confirmed
8	<b>Access for concrete truck/pump:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited <input type="checkbox"/> None – wheelbarrow only
9	<b>Waste removal:</b>	<input type="checkbox"/> We remove spoil <input type="checkbox"/> <input type="checkbox"/> Client handles <input type="checkbox"/> <input type="checkbox"/> Skip on site

- ASAP  2 weeks   
 1–2 months   
 Flexible
- 



## DRAINAGE & STORMWATER SYSTEMS

#	Question	Type / Options
1	<b>Type of system required:</b>	<input type="checkbox"/> Surface water <input type="checkbox"/> Foul water <input type="checkbox"/> Both
2	<b>Drainage purpose:</b>	<input type="checkbox"/> New system <input type="checkbox"/> Repair / upgrade <input type="checkbox"/> Extension link
3	<b>Pipe type:</b>	<input type="checkbox"/> PVC <input type="checkbox"/> Clay <input type="checkbox"/> Concrete <input type="checkbox"/> Not sure
4	<b>Trench depth:</b>	<input type="checkbox"/> Up to 1m <input type="checkbox"/> 1–2m <input type="checkbox"/> Over 2m
5	<b>Connection required:</b>	<input type="checkbox"/> Mains sewer <input type="checkbox"/> Soakaway <input type="checkbox"/> Existing drain <input type="checkbox"/> Unknown
6	<b>Soakaway needed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure

7	<b>Ground type:</b>	<input type="checkbox"/> Soil <input type="checkbox"/> Clay <input type="checkbox"/> Gravel <input type="checkbox"/> Rocky <input type="checkbox"/> Unsure
8	<b>Access:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Moderate <input type="checkbox"/> Difficult
9	<b>Waste removal:</b>	<input type="checkbox"/> We handle <input type="checkbox"/> Client handles <input type="checkbox"/> None
10	<b>Start date:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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## SOIL STABILIZATION & COMPACTION

#	Question	Type / Options
1	<b>Purpose of stabilisation:</b>	<input type="checkbox"/> Foundation base <input type="checkbox"/> Driveway <input type="checkbox"/> Road <input type="checkbox"/> Retaining wall <input type="checkbox"/> Other
2	<b>Area size:</b>	<input type="checkbox"/> <50m <sup>2</sup> <input type="checkbox"/> 50–200m <sup>2</sup> <input type="checkbox"/> 200m <sup>2</sup> +
3	<b>Ground condition:</b>	<input type="checkbox"/> Loose <input type="checkbox"/> Wet <input type="checkbox"/> Soft <input type="checkbox"/> Clay-heavy <input type="checkbox"/> Mixed
4	<b>Method requested:</b>	<input type="checkbox"/> Compaction only <input type="checkbox"/> Lime/cement

stabilisation   
Geogrid / fabric layer

5	<b>Machinery access:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited <input type="checkbox"/> None (manual only)
6	<b>Compaction equipment required:</b>	<input type="checkbox"/> Plate compactor <input type="checkbox"/> Roller <input type="checkbox"/> Rammer / wacker <input type="checkbox"/> Not sure
7	<b>Material supply:</b>	<input type="checkbox"/> Client provides <input type="checkbox"/> We supply <input type="checkbox"/> Not confirmed
8	<b>Waste / spoil removal:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client handles
9	<b>Preferred start date:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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## RETAINING EXCAVATIONS & SHORING

#	Question	Type / Options
1	<b>Purpose of retaining:</b>	<input type="checkbox"/> Basement <input type="checkbox"/> Foundation <input type="checkbox"/> Access road <input type="checkbox"/> Garden / landscaping

2	<b>Depth of excavation:</b>	<input type="checkbox"/> Up to 1m <input type="checkbox"/> 1–2m <input type="checkbox"/> <input type="checkbox"/> 2–3m <input type="checkbox"/> Over 3m
3	<b>Soil type:</b>	<input type="checkbox"/> Firm <input type="checkbox"/> Soft <input type="checkbox"/> Clay <input type="checkbox"/> Mixed <input type="checkbox"/> Unsure
4	<b>Shoring system:</b>	<input type="checkbox"/> Timber <input type="checkbox"/> Steel <input type="checkbox"/> Sheet piles <input type="checkbox"/> Concrete <input type="checkbox"/> To be advised
5	<b>Access restrictions:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Moderate <input type="checkbox"/> Tight site
6	<b>Drainage or waterproofing needed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
7	<b>Machinery required:</b>	<input type="checkbox"/> Mini digger <input type="checkbox"/> 5T digger <input type="checkbox"/> Excavator 10T+ <input type="checkbox"/> Manual labour
8	<b>Engineer drawings available?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Awaiting
9	<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible



## SEPTIC & WATER TANK INSTALLATION

#	Question	Type / Options
1	<b>Type of tank:</b>	<input type="checkbox"/> Septic <input type="checkbox"/> Water storage <input type="checkbox"/> Greywater <input type="checkbox"/> Soakaway crate
2	<b>Tank size / capacity:</b>	<input type="checkbox"/> <1000L <input type="checkbox"/> 1000–5000L <input type="checkbox"/> 5000L+ <input type="checkbox"/> Not sure
3	<b>Ground type:</b>	<input type="checkbox"/> Soil <input type="checkbox"/> Clay <input type="checkbox"/> Rocky <input type="checkbox"/> Mixed <input type="checkbox"/> Unsure
4	<b>Excavation depth:</b>	<input type="checkbox"/> <1m <input type="checkbox"/> 1–2m <input type="checkbox"/> 2m+
5	<b>Access for machinery:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited <input type="checkbox"/> None
6	<b>Disposal / overflow connection:</b>	<input type="checkbox"/> Mains <input type="checkbox"/> Soakaway <input type="checkbox"/> None <input type="checkbox"/> Not sure
7	<b>Backfill material:</b>	<input type="checkbox"/> Sand <input type="checkbox"/> Gravel <input type="checkbox"/> Concrete <input type="checkbox"/> Native soil
8	<b>Tank supply:</b>	<input type="checkbox"/> Client provides <input type="checkbox"/> We supply <input type="checkbox"/> To confirm
9	<b>Testing / certification required?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure



## GROUND BEAMS & REINFORCED SLABS

#	Question	Type / Options
1	<b>Structure type:</b>	<input type="checkbox"/> Residential <input type="checkbox"/> <input type="checkbox"/> Commercial <input type="checkbox"/> <input type="checkbox"/> Retaining <input type="checkbox"/> <input type="checkbox"/> Outbuilding
2	<b>Slab or beam size:</b>	<input type="checkbox"/> Small (<50m <sup>2</sup> ) <input type="checkbox"/> <input type="checkbox"/> Medium (50–150m <sup>2</sup> ) <input type="checkbox"/> <input type="checkbox"/> Large (150m <sup>2</sup> +)
3	<b>Design drawings / specs:</b>	<input type="checkbox"/> Supplied by engineer <input type="checkbox"/> <input type="checkbox"/> Not yet <input type="checkbox"/> Need design support
4	<b>Reinforcement required:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
5	<b>Concrete type:</b>	<input type="checkbox"/> Standard mix <input type="checkbox"/> <input type="checkbox"/> Fibre-reinforced <input type="checkbox"/> <input type="checkbox"/> Pumped <input type="checkbox"/> Unsure
6	<b>Formwork required:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partial

7	<b>Access for delivery:</b>	<input type="checkbox"/> Easy truck access <input type="checkbox"/> <input type="checkbox"/> Pump required <input type="checkbox"/> <input type="checkbox"/> Barrow only
8	<b>Ground condition:</b>	<input type="checkbox"/> Firm <input type="checkbox"/> Soft <input type="checkbox"/> Clay <input type="checkbox"/> Mixed <input type="checkbox"/> Unknown
9	<b>Waste / spoil removal:</b>	<input type="checkbox"/> We handle <input type="checkbox"/> Client handles <input type="checkbox"/> None
10	<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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## 2. Masonry & Blockwork

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- **1. Concrete Block Walls**

Question	Type / Options
<b>Purpose of wall:</b>	<input type="checkbox"/> Retaining <input type="checkbox"/> Boundary <input type="checkbox"/> Structural <input type="checkbox"/> Garden / decorative
<b>Wall length:</b>	<input type="checkbox"/> Under 5 m <input type="checkbox"/> 5–15 m <input type="checkbox"/> 15 m+
<b>Wall height:</b>	<input type="checkbox"/> Up to 1 m <input type="checkbox"/> 1–2 m <input type="checkbox"/> 2–3 m <input type="checkbox"/> Over 3 m
<b>Block type:</b>	<input type="checkbox"/> Hollow <input type="checkbox"/> Solid <input type="checkbox"/> Insulated <input type="checkbox"/> Decorative face

**Finish required:**  Left bare  Rendered  Painted  Cladded

**Footings required:**  Yes  No  Existing in place

**Reinforcement needed:**  None  Rebar  Concrete fill  Mesh

**Access for materials:**  Easy  Moderate  Difficult

**Waste removal:**  We remove  Client handles  Skip on site

**Start timeframe:**  ASAP  2 weeks  1–2 months  Flexible

- - **2. Brickwork & Cavity Walls**
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Question	Type / Options
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**Type of work:**  New build  Extension  Boundary wall  Repair / repointing

**Brick type:**  Standard clay  Engineering  Handmade  Facing brick

**Cavity wall required?**  Yes (insulated)  Yes (uninsulated)  No (solid wall)

**Wall size:**  Small (<10 m<sup>2</sup>)  Medium (10–30 m<sup>2</sup>)  Large (30 m<sup>2</sup>+)

- Bond pattern:**  Stretcher  Flemish  English  Unsure
- Mortar colour:**  Natural  White  Coloured  Match existing
- Finish / pointing style:**  Flush  Recessed  Weather struck  Match existing
- Access:**  Ground level  Requires scaffolding  Limited space
- Materials supplied by:**  Client  Contractor  Split responsibility
- Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

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- **3. Natural Stone Masonry**

Question	Type / Options
<b>Stone type:</b>	<input type="checkbox"/> Sandstone <input type="checkbox"/> Limestone <input type="checkbox"/> Granite <input type="checkbox"/> Ibiza local stone <input type="checkbox"/> Other
<b>Stone format:</b>	<input type="checkbox"/> Rough / irregular <input type="checkbox"/> Cut blocks <input type="checkbox"/> Veneer cladding <input type="checkbox"/> Dry-stone
<b>Purpose:</b>	<input type="checkbox"/> Retaining wall <input type="checkbox"/> Decorative wall <input type="checkbox"/> Boundary <input type="checkbox"/> Building façade
<b>Wall height:</b>	<input type="checkbox"/> Under 1 m <input type="checkbox"/> 1–2 m <input type="checkbox"/> Over 2 m

- Mortar finish:**  Dry-stone (no mortar)  Lime mortar  Cement mortar
- Foundation required:**  Yes  No  Existing
- Drainage behind wall?**  Yes  No  Not sure
- Stone supply:**  Client provides  Contractor sources locally  To be confirmed
- Access for delivery:**  Easy  Moderate  Difficult
- Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

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- **RETAINING WALLS (Concrete, Stone, Gabion)**

Question	Type / Options
<b>Type of retaining wall:</b>	<input type="checkbox"/> Concrete block <input type="checkbox"/> Reinforced concrete <input type="checkbox"/> Natural stone <input type="checkbox"/> Gabion baskets
<b>Purpose / location:</b>	<input type="checkbox"/> Garden / landscaping <input type="checkbox"/> Driveway <input type="checkbox"/> Structural foundation <input type="checkbox"/> Boundary
<b>Wall length:</b>	<input type="checkbox"/> Under 5 m <input type="checkbox"/> 5–15 m <input type="checkbox"/> 15 m+

**Wall height:**  Up to 1 m  1–2 m  2–3 m  Over 3 m

**Footings required:**  Yes  No  Existing

**Drainage behind wall:**  Required  Not needed  Unsure

**Reinforcement required:**  Yes  No  Unsure

**Finish:**  Rendered  Exposed concrete  Natural stone face  
 Painted

**Access to site:**  Easy  Moderate  Difficult

**Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

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## ● LOAD-BEARING PARTITIONS

Question	Type / Options
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**Type of structure:**  New build  Renovation  Extension   
Commercial

**Material:**  Blockwork  Brickwork  Timber frame   
Other

**Wall thickness:**  100 mm  150 mm  200 mm+  Unsure

**Height of wall:**  Standard (2.4 m)  Double height  Custom

**Reinforcement required:**  None  Rebar / steel  Lintel / beam support

**Finishing required:**  Plaster  Render  Tile  Paint  None

**Openings (doors/windows)?**  Yes  No  To be confirmed

**Access / working conditions:**  Ground floor  Upper floor  Tight space  Easy access

**Plans / drawings available?**  Yes  No  Awaiting

**Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

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## RENDERED & DECORATIVE WALLS

### Question

### Type / Options

**Type of surface:**  Block wall  Brick wall  Stone wall  Plastered wall

**Purpose:**  Exterior façade  Garden wall  Boundary  Interior feature

<b>Finish type:</b>	<input type="checkbox"/> Smooth render <input type="checkbox"/> Textured render <input type="checkbox"/> Polished plaster <input type="checkbox"/> Decorative coating
<b>Render system:</b>	<input type="checkbox"/> Traditional sand & cement <input type="checkbox"/> Monocouche <input type="checkbox"/> Acrylic / silicone <input type="checkbox"/> Unsure
<b>Colour / paint finish:</b>	<input type="checkbox"/> White <input type="checkbox"/> Off-white / beige <input type="checkbox"/> Coloured <input type="checkbox"/> To be confirmed
<b>Area size:</b>	<input type="checkbox"/> Small (<20 m <sup>2</sup> ) <input type="checkbox"/> Medium (20–50 m <sup>2</sup> ) <input type="checkbox"/> Large (50 m <sup>2</sup> +)
<b>Existing surface condition:</b>	<input type="checkbox"/> New wall <input type="checkbox"/> Old render removal <input type="checkbox"/> Cracked / damaged <input type="checkbox"/> Painted surface
<b>Access:</b>	<input type="checkbox"/> Ground level <input type="checkbox"/> Requires scaffolding <input type="checkbox"/> Difficult access
<b>Materials supplied by:</b>	<input type="checkbox"/> Contractor <input type="checkbox"/> Client <input type="checkbox"/> To be confirmed
<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

## • POINTING & JOINT FINISHING

Question	Type / Options
<b>Type of wall:</b>	<input type="checkbox"/> Brick <input type="checkbox"/> Stone <input type="checkbox"/> Blockwork <input type="checkbox"/> Mixed

<b>Purpose of work:</b>	<input type="checkbox"/> Repointing old wall <input type="checkbox"/> New build finish <input type="checkbox"/> <input type="checkbox"/> Patch repair <input type="checkbox"/> Decorative
<b>Joint style required:</b>	<input type="checkbox"/> Flush <input type="checkbox"/> Recessed <input type="checkbox"/> Weather struck <input type="checkbox"/> Tuck / decorative <input type="checkbox"/> Match existing
<b>Mortar type:</b>	<input type="checkbox"/> Cement <input type="checkbox"/> Lime <input type="checkbox"/> Colour-matched <input type="checkbox"/> Unsure
<b>Wall condition:</b>	<input type="checkbox"/> Good <input type="checkbox"/> Some cracks / wear <input type="checkbox"/> Loose joints <input type="checkbox"/> Painted surface
<b>Area size:</b>	<input type="checkbox"/> Small (<10 m <sup>2</sup> ) <input type="checkbox"/> Medium (10–30 m <sup>2</sup> ) <input type="checkbox"/> Large (30 m <sup>2</sup> +)
<b>Access requirements:</b>	<input type="checkbox"/> Ground level <input type="checkbox"/> Scaffolding <input type="checkbox"/> Difficult access
<b>Cleaning or prep needed before work?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<b>Finish preference:</b>	<input type="checkbox"/> Natural <input type="checkbox"/> Sealed / water-repellent <input type="checkbox"/> To be advised
<b>Start timeframe:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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-  **WALL INSULATION**

Question	Type / Options
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**Type of property:**  Residential  Commercial  Extension   
Outbuilding

**Wall construction:**  Solid wall  Cavity wall  Timber frame   
Mixed / unsure

**Insulation method:**  Internal boards  External system (EWI)   
Cavity fill  To be advised

**Insulation material preferred:**  PIR (Celotex / Kingspan)  Mineral wool  EPS  
/ foam  Natural (hemp, cork)  Unsure

**Area to insulate:**  Small (<20 m<sup>2</sup>)  Medium (20–60 m<sup>2</sup>)  Large  
(60 m<sup>2</sup>+)

**Finish required:**  Plaster  Render  Cladding  Paint-ready

**Access:**  Easy (ground level)  Scaffolding  Tight area

**Ventilation / moisture control needed?**  Yes  No  Not sure

**Materials supplied by:**  Contractor  Client  To be confirmed

**Timeline:**  ASAP  Within 2 weeks  1–2 months   
Flexible

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-  **DAMP-PROOFING**

**Question**

**Type / Options**

- Type of problem:**  Rising damp  Penetrating damp  Condensation  
 Unsure
- Affected area:**  Internal walls  External walls  Floor  Multiple areas
- Building type:**  House  Apartment  Commercial  Outbuilding
- Damp-proof method required:**  Chemical DPC injection  Membrane / tanking   
Replastering  Drainage channel  Not sure
- Wall condition:**  Dry but stained  Damp to touch  Peeling plaster / paint  Severe moisture
- Extent of problem:**  Localised patch  One room  Whole floor level   
Entire property
- Access:**  Easy  Furniture present  Tight area  External work only
- Property age:**  New build (<10 yrs)  10–30 yrs  30–60 yrs  60+ yrs
- Previous damp treatment?**  Yes  No  Unsure
- Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

### 3. Concrete & Structural Works

## • REINFORCED CONCRETE SLABS

Question	Type / Options
<b>Purpose of slab:</b>	<input type="checkbox"/> Ground floor <input type="checkbox"/> Roof <input type="checkbox"/> Balcony <input type="checkbox"/> Foundation base <input type="checkbox"/> Driveway / patio
<b>Approximate area:</b>	<input type="checkbox"/> Small (<25 m <sup>2</sup> ) <input type="checkbox"/> Medium (25–100 m <sup>2</sup> ) <input type="checkbox"/> Large (100 m <sup>2</sup> +)
<b>Thickness required:</b>	<input type="checkbox"/> 100 mm <input type="checkbox"/> 150 mm <input type="checkbox"/> 200 mm <input type="checkbox"/> Unsure
<b>Reinforcement type:</b>	<input type="checkbox"/> Mesh <input type="checkbox"/> Rebar <input type="checkbox"/> Fibre mix <input type="checkbox"/> None / plain concrete
<b>Concrete supply:</b>	<input type="checkbox"/> Ready-mix truck <input type="checkbox"/> On-site mix <input type="checkbox"/> Pump required <input type="checkbox"/> To confirm
<b>Formwork needed:</b>	<input type="checkbox"/> Yes (edge boards) <input type="checkbox"/> Yes (full shuttering) <input type="checkbox"/> No
<b>Finish type:</b>	<input type="checkbox"/> Standard float <input type="checkbox"/> Power float <input type="checkbox"/> Polished <input type="checkbox"/> Brushed (non-slip)
<b>Access for delivery:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited (narrow path) <input type="checkbox"/> Requires pump / barrow only
<b>Reinforcement drawings provided?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Awaiting
<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

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## COLUMNS, BEAMS & FORMWORK

Question	Type / Options
<b>Element type:</b>	<input type="checkbox"/> Columns <input type="checkbox"/> Beams <input type="checkbox"/> Both <input type="checkbox"/> Custom structure
<b>Material:</b>	<input type="checkbox"/> Reinforced concrete <input type="checkbox"/> Steel <input type="checkbox"/> Mixed / composite
<b>Quantity / scope:</b>	<input type="checkbox"/> 1–3 units <input type="checkbox"/> 4–10 units <input type="checkbox"/> 10+ units
<b>Formwork type:</b>	<input type="checkbox"/> Timber <input type="checkbox"/> Plywood <input type="checkbox"/> Reusable system <input type="checkbox"/> Supplied by client
<b>Reinforcement provided:</b>	<input type="checkbox"/> By engineer <input type="checkbox"/> By contractor <input type="checkbox"/> To be confirmed
<b>Concrete placement:</b>	<input type="checkbox"/> Pump <input type="checkbox"/> Skip / barrow <input type="checkbox"/> Ready-mix truck
<b>Height / floor level:</b>	<input type="checkbox"/> Ground floor <input type="checkbox"/> Upper floor <input type="checkbox"/> Basement <input type="checkbox"/> Multiple levels
<b>Access for pour:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited <input type="checkbox"/> Requires pump / crane
<b>Structural drawings available?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Awaiting
<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

- ---
-  **STAIRS & RAMPS**

Question	Type / Options
<b>Structure type:</b>	<input type="checkbox"/> Concrete stairs <input type="checkbox"/> Concrete ramp <input type="checkbox"/> Both
<b>Location:</b>	<input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor <input type="checkbox"/> Basement <input type="checkbox"/> Roof access
<b>Design provided?</b>	<input type="checkbox"/> Yes (engineer / architect drawings) <input type="checkbox"/> No <input type="checkbox"/> Need design support
<b>Finish required:</b>	<input type="checkbox"/> Structural only <input type="checkbox"/> Smooth trowel <input type="checkbox"/> Polished <input type="checkbox"/> Tiled / cladded later
<b>Number of steps / rise height:</b>	<input type="checkbox"/> Standard (up to 15 steps) <input type="checkbox"/> Long flight <input type="checkbox"/> Multi-level / split
<b>Width of stairs / ramp:</b>	<input type="checkbox"/> Narrow (<1 m) <input type="checkbox"/> Standard (1–2 m) <input type="checkbox"/> Wide (2 m+)
<b>Reinforcement required:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
<b>Formwork type:</b>	<input type="checkbox"/> Timber <input type="checkbox"/> Plywood <input type="checkbox"/> Reusable <input type="checkbox"/> Supplied by client
<b>Access for concrete pour:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Limited <input type="checkbox"/> Requires pump / manual pour
<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

- 

- 



## POLISHED & DECORATIVE CONCRETE

Question	Type / Options
<b>Application area:</b>	<input type="checkbox"/> Floor <input type="checkbox"/> Countertop <input type="checkbox"/> Wall <input type="checkbox"/> Outdoor patio
<b>Surface condition:</b>	<input type="checkbox"/> New pour <input type="checkbox"/> Existing concrete <input type="checkbox"/> Old floor renovation
<b>Finish style:</b>	<input type="checkbox"/> Smooth polished <input type="checkbox"/> Exposed aggregate <input type="checkbox"/> <input type="checkbox"/> Microcement <input type="checkbox"/> Stained / coloured
<b>Gloss level:</b>	<input type="checkbox"/> Matte <input type="checkbox"/> Satin <input type="checkbox"/> High gloss
<b>Colour preference:</b>	<input type="checkbox"/> Natural grey <input type="checkbox"/> Light grey <input type="checkbox"/> Charcoal <input type="checkbox"/> Coloured / tinted
<b>Area size:</b>	<input type="checkbox"/> Small (<20 m <sup>2</sup> ) <input type="checkbox"/> Medium (20–50 m <sup>2</sup> ) <input type="checkbox"/> Large (50 m <sup>2</sup> +)
<b>Sealer / coating required:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
<b>Indoor or outdoor:</b>	<input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor <input type="checkbox"/> Both
<b>Existing cracks or repairs needed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Minor only
<b>Timeline:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible

- **CORE DRILLING & CUTTING**

<b>Question</b>	<b>Type / Options</b>
<b>Type of work required:</b>	<input type="checkbox"/> Core drilling <input type="checkbox"/> Wall sawing <input type="checkbox"/> Floor sawing <input type="checkbox"/> Wire cutting
<b>Material to cut:</b>	<input type="checkbox"/> Concrete <input type="checkbox"/> Reinforced concrete <input type="checkbox"/> <input type="checkbox"/> Blockwork <input type="checkbox"/> Asphalt <input type="checkbox"/> Other
<b>Diameter or thickness:</b>	<input type="checkbox"/> Up to 50 mm <input type="checkbox"/> 50–150 mm <input type="checkbox"/> 150–300 mm <input type="checkbox"/> Over 300 mm <input type="checkbox"/> Unsure
<b>Depth of cut or core:</b>	<input type="checkbox"/> Up to 100 mm <input type="checkbox"/> 100–300 mm <input type="checkbox"/> 300–600 mm <input type="checkbox"/> 600 mm+
<b>Purpose of opening:</b>	<input type="checkbox"/> Pipe / ducting <input type="checkbox"/> Electrical <input type="checkbox"/> Structural access <input type="checkbox"/> Ventilation <input type="checkbox"/> Other
<b>Number of cuts / cores:</b>	<input type="checkbox"/> 1–3 <input type="checkbox"/> 4–10 <input type="checkbox"/> 10+ <input type="checkbox"/> Continuous cutting
<b>Location:</b>	<input type="checkbox"/> Wall <input type="checkbox"/> Floor <input type="checkbox"/> Ceiling <input type="checkbox"/> External <input type="checkbox"/> Internal
<b>Access / work area:</b>	<input type="checkbox"/> Easy <input type="checkbox"/> Tight space <input type="checkbox"/> Overhead <input type="checkbox"/> Confined / restricted
<b>Water suppression or dust control needed?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

**Power supply available on site?**

110V  240V  Generator  Unsure

**Start timeframe:**

ASAP  Within 2 weeks  1–2 months   
Flexible

- 

## • **STRUCTURAL CRACK REPAIRS**

### Question

### Type / Options

**Material affected:**

Concrete  Blockwork  Brickwork   
Render  Mixed

**Crack size:**

Hairline (<1 mm)  Small (1–5 mm)   
Medium (5–10 mm)  Large (10 mm+)

**Crack length / area:**

Localised (1–2 m)  One wall  Multiple  
walls  Whole structure

**Location:**

Internal  External  Foundation / slab   
Column / beam

**Cause known?**

Settlement  Movement  Water damage  
 Unknown

**Repair method requested:**

Epoxy injection  Stitching bars   
Repointing  Surface sealing  To be  
advised

**Access to area:**

Easy  Scaffold required  Confined /  
difficult

<b>Visible water ingress?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<b>Structural drawings or engineer report available?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Awaiting
<b>Urgency:</b>	<input type="checkbox"/> Emergency <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> Routine maintenance
<b>Start timeframe:</b>	<input type="checkbox"/> ASAP <input type="checkbox"/> Within 2 weeks <input type="checkbox"/> 1–2 months <input type="checkbox"/> Flexible
<hr/> <ul style="list-style-type: none"> <li>●  <b>CONCRETE WATERPROOFING SYSTEMS</b></li> </ul>	
<b>Question</b>	<b>Type / Options</b>
<b>Area to waterproof:</b>	<input type="checkbox"/> Basement <input type="checkbox"/> Roof slab <input type="checkbox"/> Retaining wall <input type="checkbox"/> Water tank <input type="checkbox"/> Floor / deck
<b>Existing issue:</b>	<input type="checkbox"/> Active leak <input type="checkbox"/> Damp patches <input type="checkbox"/> Preventive treatment <input type="checkbox"/> New construction
<b>Surface type:</b>	<input type="checkbox"/> New concrete <input type="checkbox"/> Old / damaged <input type="checkbox"/> Rendered surface <input type="checkbox"/> Exposed blockwork
<b>System preferred:</b>	<input type="checkbox"/> Liquid membrane <input type="checkbox"/> Crystalline coating <input type="checkbox"/> Sheet membrane <input type="checkbox"/> Injection system <input type="checkbox"/> To be advised
<b>Water exposure:</b>	<input type="checkbox"/> Occasional rain <input type="checkbox"/> Constant moisture <input type="checkbox"/> Hydrostatic pressure <input type="checkbox"/> Unknown

**Finish required:**  Bare / hidden  Paint-ready  Tiled / screeded over

**Access:**  Ground level  Roof / elevated  Below ground  Confined area

**Area size:**  Small (<20 m<sup>2</sup>)  Medium (20–60 m<sup>2</sup>)  Large (60 m<sup>2</sup>+)

**Drainage integration needed?**  Yes  No  Unsure

**Previous waterproofing applied?**  Yes  No  Unsure

**Start timeframe:**  ASAP  Within 2 weeks  1–2 months  Flexible

•

## 4. Steelwork & Reinforcements

### Structural Steel Fabrication

1. What type of structure requires steel fabrication?

- Beams & columns
- Frames or trusses
- Mezzanine or platform
- Staircase or handrail
- Custom or architectural piece

2. What is the approximate size or weight of the project?

- Small (under 1 tonne)
- Medium (1–5 tonnes)
- Large (5–20 tonnes)
- Major (20+ tonnes)

3. Do you already have detailed fabrication drawings or plans?

- Yes, fully detailed
- Partial drawings
- No, design support needed

4. What level of finish is required?

- Raw steel
- Primed
- Galvanised
- Powder-coated
- Painted (colour-specified)

5. Where will the steel be installed?

- Residential
- Commercial
- Industrial
- Outdoor structure

6. Is installation access straightforward?

- Ground level
- Upper floor
- Roof level

- Restricted access

7. What delivery or installation service do you require?

- Fabrication only
- Supply & delivery
- Full install (fabrication + erection)

8. Do you need certification or engineering sign-off?

- Yes
- No
- Not sure

9. What is your expected start date?

- Within 2 weeks
- Within 1 month
- Flexible

10. Is on-site welding or bolted assembly preferred?

- On-site welding
  - Bolted assembly
  - Combination
- 

## 2. Rebar Cutting, Bending & Fixing

1. What is the type of project?

- Foundations / footings
- Slabs / beams
- Columns / retaining walls

- Basement or tank
- Other

2. Do you have a rebar schedule or reinforcement drawings?

- Yes
- No (need help preparing)

3. Approximate tonnage of rebar required?

- <1 tonne
- 1–5 tonnes
- 5–10 tonnes
- 10+ tonnes

4. Will rebar be supplied or fabricated by contractor?

- Supplied by client
- Supplied & fabricated by contractor

5. Is site delivery and installation required?

- Supply only
- Supply & install
- On-site labour only

6. Does the site have storage or secure access for steel?

- Yes
- No
- Unsure

7. What grade of steel reinforcement is required?

- B500B / B500C
- Stainless

- Unsure

8. What is the project timeline?

- Immediate (within 1 week)
  - Short-term (1–3 weeks)
  - Planned (1+ month ahead)
- 

### 3. Welding & On-Site Assembly

1. What type of welding is required?

- MIG
- TIG
- Stick / Arc
- Not sure

2. What materials are involved?

- Mild steel
- Stainless steel
- Aluminium
- Mixed metals

3. What is the purpose of the welding work?

- New fabrication assembly
- Repairs / reinforcements
- Structural connections
- Decorative or custom

4. Will welding be done on-site or off-site?

- On-site only
- Workshop fabrication
- Both

5. What access conditions exist at the site?

- Easy / open area
- Confined or limited space
- Working at height

6. Is power supply available on site?

- Yes, 240V
- Yes, 415V
- No, generator required

7. Are certifications or coded welders required?

- Yes (EN1090 / BS9606)
- No
- Unsure

8. What finish or treatment is needed after welding?

- Grind & clean only
- Prime coat
- Paint / galvanise
- None

9. Any specific safety or permit-to-work requirements?

- Yes (hot works, confined space, etc.)
- No
- Not sure

•

## Steelwork — Beams, Columns & Trusses

1. What type of structure are the beams/columns/trusses for?

- Residential building
- Commercial unit
- Industrial structure
- Outdoor or canopy

2. Are you supplying engineered drawings?

- Yes, full drawings
- Partial drawings
- Need engineering support

3. What steel section sizes are required?

- Light (under 150mm)
- Medium (150–300mm)
- Heavy (300mm+)
- Unsure

4. What connection type is preferred?

- Bolted
- Welded
- Combination
- To be decided

5. Do you require supply only or full installation?

- Supply only

- Supply + delivery
- Full installation on site

6. Is crane or lifting access available?

- Yes
- No
- Unsure

7. What type of finish is needed?

- Primed steel
- Galvanised
- Painted
- Bare steel

8. Do you require load testing or certification?

- Yes
- No
- Not sure

9. Estimated start date?

- Immediate (1–2 weeks)
- Within 1 month
- Flexible

---

## Composite Floor Decking

1. What type of decking system do you require?

- Metal deck only

- Composite metal + concrete
- Unknown / need advice

2. Approximate floor area (m<sup>2</sup>)?

- <50
- 50–150
- 150–500
- 500+

3. Is the supporting steel frame already installed?

- Yes
- No
- In progress

4. What type of metal deck profile?

- Trapezoidal
- Deep deck
- Custom / unsure

5. Will shear studs and mesh reinforcement be needed?

- Yes
- No
- To confirm

6. Do you require fire-rated or acoustic decking?

- Fire-rated
- Acoustic
- Standard

7. Is site access suitable for delivery trucks or cranes?

- Yes
- No
- Limited

8. Will concrete pouring be included in the quote?

- Yes
- No
- Optional extra

9. Expected start date?

- Within 2 weeks
  - Within 1 month
  - Flexible
- 



## Metal Staircases & Balustrades

1. What type of staircase do you need?

- Straight flight
- Spiral / helical
- Multi-flight
- Fire escape

2. What material and finish do you prefer?

- Mild steel (painted)
- Galvanised steel
- Stainless steel
- Powder-coated colour

3. Will balustrades or handrails be included?

- Yes, both
- Handrails only
- Balustrades only
- No

4. What is the installation location?

- Indoor
- Outdoor
- Roof / mezzanine

5. Do you have architectural drawings or sketches?

- Yes, full plans
- Concept only
- Need design assistance

6. Is the structure freestanding or fixed to existing walls?

- Freestanding
- Wall-fixed
- Mixed

7. Any compliance requirements (fire, access, DDA)?

- Yes
- No
- Not sure

8. Expected finish level?

- Functional / industrial
- Decorative / architectural

- High-end bespoke

9. Estimated delivery or installation deadline?

- Urgent (1–2 weeks)
  - Standard (2–4 weeks)
  - Flexible
- 

## Corrosion Protection & Painting

1. What type of steelwork requires protection?

- Structural beams / columns
- Staircases / balustrades
- Outdoor frames / supports
- Tanks / containers

2. Current condition of the surface?

- New steel
- Previously coated
- Corroded / needs prep

3. Surface preparation required?

- Blast cleaning
- Wire brushing
- Degreasing only
- Already prepared

4. Preferred protection system?

- Primer + topcoat

- Zinc-rich coating
- Epoxy / polyurethane
- Galvanising
- Not sure

5. Environment exposure level?

- Indoor
- Coastal / high humidity
- Industrial / chemical
- Outdoor standard

6. Required lifespan or warranty period?

- 1–3 years
- 5–10 years
- 10+ years

7. Do you need certification or coating reports?

- Yes
- No

8. Approximate surface area (m<sup>2</sup>)?

- <50
- 50–200
- 200–500
- 500+

9. Access conditions for coating works?

- Ground level
- Scaffolding required

- MEWP / cherry picker
- 

## 5. Demolition & Site Clearance

### 1. Full or Partial Structure Demolition

1. What type of structure is being demolished?

- Residential house or villa
- Apartment block
- Commercial unit or warehouse
- Outbuilding / garage
- Other

2. Is it a full or partial demolition?

- Full structure
- Partial / section only
- Internal only

3. What is the structure made of?

- Concrete
- Brick / block
- Timber frame
- Mixed materials

4. Are demolition plans or permits in place?

- Yes, approved
- In progress
- Not yet applied

5. Is there any asbestos or hazardous material on-site?

- Yes (known presence)
  - Suspected
  - No
  - Unsure

6. What access does the site have for machinery?

- Full access (excavator/truck)
  - Limited access
  - Manual-only zone

7. Do you require removal of all waste materials?

- Yes, full clearance
  - Partial (by agreement)
  - No, client handling waste

8. What safety controls are in place or required?

- Fencing & signage only
  - Structural engineering oversight
  - Dust suppression & water control
  - Not sure yet

9. Preferred demolition method?

- Mechanical (excavator)
  - Manual / hand
  - Combination

10. Expected start timeframe?

- Immediate (1–2 weeks)
- Within a month

- Flexible
- 

## 2. Interior Strip-Outs

1. Type of property or space to strip out:

- Residential
- Commercial / retail
- Office
- Hospitality / hotel

2. Scope of works:

- Fixtures & fittings only
- Full back-to-shell
- Structural walls included

3. Materials to be removed:

- Flooring
- Ceilings
- Partitions
- MEP (mechanical, electrical, plumbing)
- All of the above

4. Is electrical or plumbing isolation required?

- Yes
- No
- Already completed

5. Waste handling preference:

- Contractor disposal
- Skip provided by client
- Reuse / recycling required

6. Site access:

- Ground floor
- Upper floors (stairs only)
- Lift access available

7. Is the site occupied or vacant?

- Fully vacant
- Partially occupied
- Active business

8. Expected start date?

- Within 1 week
- Within 2–4 weeks
- Flexible

9. Any special safety or dust control measures needed?

- Yes, strict control
- Standard containment
- None

---

### 3. Concrete Cutting & Removal

1. Type of concrete work required:

- Slab cutting

- Wall / opening cutting
- Core drilling
- Full removal

2. Approximate concrete thickness:

- <150mm
- 150–300mm
- 300–600mm
- 600mm+

3. What cutting method do you prefer or require?

- Saw cutting
- Core drilling
- Hydraulic bursting
- To be advised

4. Is water or dust suppression required?

- Yes
- No
- Unsure

5. Is power/water supply available on site?

- Yes, both
- Power only
- None

6. Access type:

- Ground level
- Basement / confined

- Elevated or roof area

7. Do you require debris removal and disposal?

- Yes
- No
- Partial

8. Expected start time?

- Immediate
- Within 2 weeks
- Flexible

9. Any reinforcement or embedded steel expected?

- Yes
- No
- Not sure

---

#### 4. Waste Segregation & Recycling

1. Type of materials being removed:

- Mixed construction waste
- Concrete & rubble
- Metals
- Timber
- Green / soil waste

2. Is segregation required on-site?

- Yes (separate skips)

- No (mixed removal)

3. Do you need certified recycling documentation?

- Yes

- No

4. Estimated total waste volume:

- <2 tonnes

- 2–10 tonnes

- 10–30 tonnes

- 30+ tonnes

5. Site access for waste removal:

- Easy truck access

- Restricted / small vehicle only

- Manual load required

6. Waste collection frequency:

- One-off clearance

- Daily / weekly removal

- Ongoing site service

7. Preferred container type:

- Skip

- Grab lorry

- Roll-on roll-off bin

- Bags / manual removal

8. Need hazardous waste segregation (asbestos, oils, etc.)?

- Yes

- No
  - Unsure
- 

## 5. Site Leveling & Soil Replacement

1. Site area size (approx.):

- <500 m<sup>2</sup>
- 500–2,000 m<sup>2</sup>
- 2,000–10,000 m<sup>2</sup>
- 10,000+ m<sup>2</sup>

2. Type of levelling required:

- Rough grade
- Laser / precision grade
- Structural fill compaction

3. Is there existing debris or rubble to remove first?

- Yes
- No

4. Do you require import or export of soil?

- Import only
- Export only
- Both
- None

5. Soil type or specification required:

- Standard topsoil

- Structural fill
- Engineered backfill
- Client-supplied spec

6. Is compaction testing required?

- Yes
- No
- Not sure

7. Site access for plant and trucks:

- Full access
- Limited (narrow / steep)
- Restricted

8. Drainage or retaining works needed after levelling?

- Yes
- No
- Maybe

9. Project timescale:

- Immediate (1–2 weeks)
- Within 1 month
- Flexible

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## CARPENTRY & JOINERY SERVICES

### 1. Interior Carpentry

#### 1. Interior Carpentry

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## **Skirting Boards & Architraves**

1. What type of property is the work for?

- Residential home
- Commercial unit
- Hospitality / retail
- Other

2. What material do you prefer?

- MDF
- Softwood
- Hardwood (e.g. oak)
- PVC or composite

3. Approximate total length (metres):

- <20m
- 20–50m
- 50–100m
- 100m+

4. Will existing skirting or architraves need to be removed?

- Yes
- No
- Unsure

5. Desired finish:

- Paint-ready
- Pre-painted

- Stained / varnished
- Natural wood finish

6. Profile type preferred:

- Square edge / modern
- Ogee / decorative
- Chamfered
- To match existing

7. Do you require door frame trimming or threshold adjustments?

- Yes
- No

8. Any special moisture or impact resistance needed (bathroom, hallway)?

- Yes
- No

9. Expected start date?

- Within 1 week
- Within 2–4 weeks
- Flexible

---

## Doors, Frames & Thresholds

1. Type of doors to install or adjust:

- Internal
- External
- Fire doors

- Sliding / pocket
- Bifold

2. Quantity of doors:

- 1–3
- 4–8
- 9–15
- 15+

3. Are the frames existing or new?

- Existing (reuse)
- Replace with new
- Not sure

4. Door material:

- Solid wood
- Veneered
- Painted MDF
- Composite or metal

5. Will handles, locks, or ironmongery be supplied?

- Supplied by client
- To be supplied by carpenter

6. Is trimming or planing required for fitting?

- Yes
- No
- Unsure

7. Do thresholds or seals need fitting?

- Yes
- No

8. Is painting or finishing required?

- Yes, paint or varnish
- No, just installation

9. Installation area:

- Ground floor
- Upper floor
- Multiple levels

10. Target completion date:

- Urgent (within a week)
  - Within a month
  - Flexible
- 

## Window Boards & Trims

1. Type of windows or openings:

- PVC
- Timber
- Aluminium
- Mixed

2. Quantity of window boards:

- 1–3
- 4–10

- 10+

3. Material choice:

- MDF (painted)
- Hardwood
- Softwood
- Composite

4. Do existing boards need removal?

- Yes
- No

5. Are window reveals or plaster repairs required?

- Yes
- No
- Unsure

6. Finish required:

- Painted
- Stained / varnished
- Unfinished

7. Any special design details (bullnose, chamfer, square)?

- Yes
- No

8. Expected access / working conditions:

- Empty property
- Occupied
- Commercial site

9. Completion timeframe:

- Within 2 weeks
  - Within 1 month
  - Flexible
- 

## Wall Panelling & Feature Cladding

1. Type of wall panelling desired:

- Decorative MDF panels
- Timber slats or battens
- Tongue & groove
- Custom / geometric design

2. Coverage area (approx.):

- Single feature wall
- Multiple walls in one room
- Full room coverage

3. Height of panelling:

- Half-height (1m–1.2m)
- Full-height (to ceiling)
- Mixed

4. Finish required:

- Painted
- Stained / natural wood
- Pre-finished panels

5. Is insulation or soundproof backing required?

○  Yes

○  No

6. Are electrical points or fittings to integrate?

○  Yes

○  No

7. Do you have reference photos or a design style in mind?

○  Yes

○  No

8. Room type or location:

○  Living room

○  Bedroom

○  Hallway

○  Commercial space

9. Project start date:

○  Within 2 weeks

○  Within 1 month

○  Flexible

---

## Ceiling Beams & Details

1. What type of ceiling feature do you require?

○  Decorative beams

○  Boxed-out beams

- Slatted ceiling design
- Custom structure

2. Material preference:

- Solid wood
- Veneered MDF
- Faux beam (lightweight)
- Other

3. Approximate ceiling area or beam length:

- Small (single room)
- Medium (open plan area)
- Large (multi-room or hall)

4. Ceiling height:

- Standard (2.4–2.7m)
- High (3m+)
- Vaulted / angled

5. Existing ceiling type:

- Plasterboard
- Concrete
- Timber joists
- Unsure

6. Is structural fixing available, or will false beams be used?

- Structural
- Decorative / non-structural

7. Finish:

- Stained
- Painted
- Raw / rustic look

8. Any integrated lighting required?

- Yes
- No
- Not sure

9. Expected installation timeline:

- Urgent (1–2 weeks)
- Within a month
- Flexible

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## 2. Bespoke Joinery

### Bespoke Joinery

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#### Built-In Wardrobes & Storage

1. What type of space is the wardrobe for?

- Bedroom
- Hallway
- Dressing room
- Utility / other

2. Style preference:

- Modern minimal (flat doors)
- Classic shaker style

- Open shelving / walk-in
- Sliding doors

3. Material finish desired:

- Painted MDF
- Veneered wood
- Solid wood
- Laminate

4. Do you have design drawings or reference images?

- Yes
- No, need help designing

5. Internal fittings required:

- Hanging rails
- Drawers
- Shelves
- Shoe or accessory units
- All of the above

6. Lighting or electrical integration needed?

- Yes (LEDs or power sockets)
- No

7. Approximate width or area:

- <2m
- 2–4m
- 4–6m
- Custom size

8. Access to site:

- Ground floor
- Upper floor (stairs only)
- Lift access

9. Finish or paint required by carpenter?

- Yes
- No, client will handle

10. Expected completion timeframe:

- Within 2 weeks
  - Within 1 month
  - Flexible
- 

## Bar, Counter & Reception Builds

1. Type of project:

- Home bar
- Commercial bar / restaurant
- Reception desk
- Counter or service area

2. Main material preference:

- Timber / veneer
- Painted MDF
- Composite / Corian
- Mixed materials

3. Approximate length of counter or bar:

- Under 2m
- 2–4m
- 4–6m
- Over 6m

4. Do you have design drawings or visual references?

- Yes
- Concept only
- Need full design help

5. Functional elements to include:

- Storage / shelving
- Integrated sink or fridge space
- LED lighting
- Branding / signage

6. Worktop finish required:

- Timber
- Stone / marble
- Laminate
- Other

7. Is it a freestanding or built-in installation?

- Freestanding
- Built-in / fixed

8. Any plumbing or electrical coordination needed?

- Yes

- No

9. Site access and working hours:

- Standard site hours
- Restricted / evening work
- Unsure

10. Expected delivery / install deadline:

- Urgent (1–2 weeks)
  - Standard (2–4 weeks)
  - Flexible
- 

## Media Walls & Entertainment Units

1. What type of setup are you looking for?

- TV wall with shelving
- Floating media unit
- Full wall storage system
- Custom design

2. Material or style preference:

- Painted MDF
- Veneered wood
- Laminate / gloss finish
- Mixed materials

3. TV size or wall width:

- Up to 55"

- 55–75"
- 75"+
- Not sure yet

4. Do you need integrated lighting or wiring channels?

- Yes
- No
- Maybe

5. Will the unit include:

- Shelving
- Cupboards
- Display cabinets
- Fireplace insert

6. Are you providing the design or need one created?

- Have design drawings
- Rough sketch only
- Need design support

7. Finish required:

- Matt paint
- Gloss
- Woodgrain
- Combination

8. Site conditions:

- Clear working area
- Occupied space

- Commercial / showroom

9. Expected project completion:

- Within 2 weeks
  - Within 1 month
  - Flexible
- 

## Floating Shelves & Bookcases

1. What type of shelving or unit do you need?

- Floating shelves
- Built-in bookcase
- Alcove unit
- Modular system

2. Material preference:

- Painted MDF
- Hardwood
- Veneered plywood
- Combination

3. Approximate quantity or wall width:

- 1–3 shelves
- 4–10 shelves
- Full wall installation

4. Weight capacity / usage:

- Decorative

- Books / heavy load
- Mixed use

5. Do you have a design or reference image?

- Yes
- No

6. Finish required:

- Painted
- Stained
- Raw / unfinished

7. Will lighting or hidden brackets be required?

- Yes
- No

8. Wall surface type:

- Stud wall
- Solid masonry
- Unsure

9. Installation access:

- Easy access
- Restricted (e.g. stairwell)
- Multi-room project

10. Estimated start date:

- Within 2 weeks
- Within 1 month
- Flexible

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## Bespoke Joinery (Continued)

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### Under-Stair Storage

1. What type of staircase is it?

- Straight run
- L-shape / quarter turn
- U-shape / half turn
- Spiral / other

2. What kind of storage do you want to create?

- Pull-out drawers
- Cupboards with doors
- Open shelving
- Mixed system

3. Material preference:

- Painted MDF
- Veneered wood
- Solid wood
- Other

4. Finish required:

- Painted (client colour)
- Natural wood / varnished
- Laminate or pre-finished

5. Will you provide design drawings or need one created?

- Have full design
- Rough sketch only
- Need design support

6. Do you require integration with electrics (lighting, sockets)?

- Yes
- No

7. Any special features?

- Shoe storage
- Hanging rail
- Wine rack
- Hidden storage / secret door

8. Access to staircase area:

- Open and accessible
- Tight / enclosed
- Basement level

9. Will removal of existing panels or plaster be required?

- Yes
- No
- Unsure

10. Target completion:

- Within 2 weeks
- Within 1 month
- Flexible

---

## Dressing Rooms & Walk-In Wardrobes

1. Approximate room size:

- Small (1–2m<sup>2</sup>)
- Medium (3–6m<sup>2</sup>)
- Large (7m<sup>2</sup> +)

2. Layout type:

- U-shaped
- L-shaped
- Linear (one wall)
- Island or central unit

3. Design style:

- Modern minimal
- Classic shaker
- Luxury boutique
- Open wardrobe style

4. Material finish:

- Painted MDF
- Veneered wood
- Solid oak or walnut
- Mix of materials

5. Internal fittings needed:

- Hanging rails
- Shelves

- Drawers
- Glass display / lighting

6. Do you require mirrors or dressing table integration?

- Yes
- No

7. Lighting requirement:

- Integrated LED strips
- Ceiling lighting only
- None

8. Do you already have architectural or design drawings?

- Yes
- Concept only
- Need design help

9. Will flooring, plaster, or painting be included in this job?

- Yes
- No
- Separate trades will handle

10. Expected installation timeframe:

- Urgent (1–2 weeks)
  - Standard (2–4 weeks)
  - Flexible
- 

## CNC-Cut Decorative Panels

1. Type of project or use:

- Wall feature
- Room divider / screen
- Ceiling panel
- Furniture / façade detail

2. Material choice:

- MDF
- Plywood
- Acrylic
- Metal composite

3. Thickness required:

- 6mm
- 10–12mm
- 15–18mm
- Other

4. Pattern or style:

- Geometric / modern
- Organic / floral
- Arabic / Moroccan
- Japanese / minimalist
- Custom design

5. Will you supply the vector/CAD file?

- Yes
- No, need it designed

6. Finish required:

- Painted
- Raw / natural
- Stained
- Laminate / veneer finish

7. Backlighting or acrylic diffusion required?

- Yes
- No

8. Installation method:

- Wall-mounted
- Freestanding frame
- Suspended / ceiling mount

9. Approximate panel quantity or size:

- 1–2 small panels
- 3–6 medium panels
- Full wall / multiple panels

10. Site location type:

- Residential interior
- Restaurant / bar
- Hotel / retail
- Outdoor (protected area)

11. Required completion or delivery date:

- Within 2 weeks
- Within 1 month

- Flexible
- 

### 3. Outdoor Woodwork

#### Decking & Terraces

- 1. What type of decking are you interested in?**  
 Timber (pine, cedar, teak, etc.)  
 Composite (low-maintenance)  
 Bamboo or eco deck  
 Unsure — need advice
- 2. What is the approximate size of the decking area?**  
 Small (up to 10 m<sup>2</sup>)  
 Medium (10–30 m<sup>2</sup>)  
 Large (30–60 m<sup>2</sup>)  
 Extra-large (60 m<sup>2</sup>+)  
 Not sure yet
- 3. What is the intended use of the deck?**  
 Seating or lounge area  
 Dining or BBQ area  
 Pool surround  
 Pathway or connecting structure  
 Other / mixed use
- 4. What is the current site condition?**  
 Flat and clear ground  
 Sloped / requires levelling  
 Over concrete base  
 Uneven / needs excavation or support posts
- 5. Do you need a supporting frame or substructure built?**  
 Yes — new timber frame required  
 Yes — steel or concrete frame  
 No — using existing structure  
 Unsure
- 6. Would you like integrated lighting or features?**  
 Step or edge lighting  
 Deck-level spotlights  
 Hidden LED strips  
 None

- 7. Preferred finish or style?**
    - Natural / oiled wood look
    - Painted or stained
    - Rustic / weathered
    - Sleek modern finish
  - 8. Do you require handrails, balustrades, or seating built-in?**
    - Handrail / safety balustrade
    - Built-in seating or benches
    - Planter boxes / integrated design
    - None
  - 9. Will the deck connect to any structures?**
    - House or patio door
    - Pool or garden path
    - Freestanding area
    - Not sure
  - 10. When do you want the work to start?**
    - Immediately
    - Within 1–2 weeks
    - Within a month
    - Flexible / planning stage
  - 11. Do you already have design plans or drawings?**
    - Yes — ready to build
    - Concept only
    - Need design help
    - No plans yet
  - 12. Do you need the old decking removed or area cleared?**
    - Yes — removal and disposal needed
    - Part removal only
    - No, new area
- 

## Pergolas

- 1. What type of pergola do you need?**
  - Freestanding
  - Attached to a wall or structure
  - Over a deck or patio
  - Custom design / unsure
- 2. What material would you prefer?**
  - Timber (pine, cedar, oak, etc.)
  - Aluminium

- Steel
- Composite / PVC

**3. What size is the pergola area?**

- Small (up to 3x3 m)
- Medium (3–5 m span)
- Large (5–8 m span)
- Oversized / custom dimensions

**4. Do you want the pergola to include a roof covering?**

- Open slats (traditional)
- Retractable fabric canopy
- Polycarbonate / glass panels
- Fully solid roof

**5. Would you like lighting or electrical features?**

- Integrated LED lighting
- Power outlets / fan wiring
- No electrics required

**6. What is the surface or base below the pergola?**

- Grass or soil
- Decking
- Concrete / tiles
- To be built as part of project

**7. Do you require side screens or privacy panels?**

- Yes — timber slats or louvres
- Yes — fabric or retractable screens
- No

**8. Preferred style or finish?**

- Rustic / natural wood
- Minimal modern lines
- Mediterranean / decorative
- Industrial / mixed materials

**9. Do you have design drawings or references?**

- Yes — plans ready
- Concept images
- Need design help

**10. When do you want installation to begin?**

- ASAP
- Within 2–4 weeks
- Within 2 months
- Flexible / planning stage



## Gazebos

**1. What type of gazebo are you looking for?**

- Open-sided wooden structure
- Enclosed / partially enclosed
- Pavilion-style with seating
- Custom or decorative

**2. What shape or layout do you prefer?**

- Square / rectangular
- Hexagonal / octagonal
- Circular
- Unsure — need advice

**3. What material do you want used?**

- Timber
- Metal frame
- Composite / mixed materials

**4. What type of roof design?**

- Pitched / apex roof
- Flat or slatted
- Thatched / decorative
- Polycarbonate or tiled

**5. What will the gazebo be used for?**

- Seating or dining area
- Hot tub / spa cover
- Outdoor bar or kitchen
- Garden feature / shade area

**6. Do you want built-in seating or flooring?**

- Yes — integrated benches
- Yes — timber deck or tiles
- No

**7. Would you like lighting or electrics installed?**

- Yes — full lighting setup
- Basic lighting only
- No electrics

**8. Do you need side panels, curtains, or mosquito screens?**

- Yes — full enclosure
- Yes — partial sides only
- No

**9. Do you already have plans or sketches?**

- Yes — ready to quote
- Concept only
- Need design support

**10. When do you want the work completed?**

- Immediately
  - 2–4 weeks
  - 1–2 months
  - Flexible
- 

## Canopies

**1. What type of canopy do you need?**

- Fixed-frame canopy
- Retractable awning
- Sail-style shade
- Carport-style cover

**2. Where will the canopy be installed?**

- Over patio or terrace
- Above windows or doors
- Over parking or walkway
- Freestanding area

**3. What material or fabric do you prefer?**

- Waterproof fabric (PVC, acrylic)
- Canvas / shade mesh
- Polycarbonate panels
- Metal or composite

**4. Do you want manual or motorised control?**

- Manual operation
- Motorised with remote
- Fixed / no movement

**5. Do you need wind or rain sensors?**

- Yes — automatic retraction
- No
- Not sure yet

**6. What is the canopy size or coverage area?**

- Small (under 3 m span)
- Medium (3–5 m)
- Large (5–8 m)

- Custom dimensions
7. **Will the canopy attach to an existing wall or structure?**
- Yes — building mounted
  - No — freestanding frame
  - Not sure yet
8. **Preferred frame finish or colour?**
- Black / dark grey
  - White / neutral tones
  - Wood effect
  - Custom colour
9. **Do you want integrated lighting or heating?**
- LED lighting
  - Infrared heaters
  - Both
  - None
10. **When would you like installation?**
- ASAP
  - Within 1 month
  - Planning stage
- 

## Garden Rooms & Sheds

1. **What type of structure are you looking for?**
- Garden room (office / studio)
  - Storage shed
  - Workshop or hobby room
  - Summerhouse or relaxation space
2. **What size or footprint do you need?**
- Small (up to 3x3 m)
  - Medium (3–5 m span)
  - Large (5–8 m span)
  - Custom / oversized
3. **Preferred construction material:**
- Timber (treated or cedar)
  - Composite cladding
  - Metal or mixed materials
  - Not sure yet
4. **Do you want it insulated for year-round use?**
- Fully insulated (walls, floor, roof)
  - Partially insulated

No insulation required

**5. Will it include electrical installation?**

- Full electrical setup (lights, sockets)
- Lighting only
- None

**6. Do you want plumbing or water connection?**

- Yes — sink / bathroom
- No
- Considering

**7. What type of roof do you prefer?**

- Flat / contemporary
- Apex (pitched)
- Curved / custom design

**8. Do you need windows or glazing installed?**

- Yes — standard windows
- Yes — full glass front
- No windows

**9. Preferred external finish or colour:**

- Natural timber
- Painted / stained
- Composite cladding look

**10. Do you already have a concrete or timber base?**

- Yes — ready to build
- No — base needs installing
- Not sure

**11. When would you like it completed?**

- ASAP
  - 1–2 months
  - Planning stage
- 

## Timber Fencing & Gates

**1. What type of fencing do you require?**

- Boundary / privacy fence
- Decorative garden fencing
- Post & rail / agricultural
- Acoustic / noise-reducing

**2. Approximate total length of fencing needed:**

- Under 10 m
- 10–25 m
- 25–50 m
- 50 m+

**3. Preferred fence height:**

- Under 1.2 m
- 1.5 m
- 1.8 m (standard privacy)
- 2 m or higher

**4. What material do you prefer?**

- Treated timber panels
- Cedar or hardwood
- Composite or PVC
- Mixed material design

**5. Do you need posts installed?**

- Yes — timber posts
- Yes — concrete posts
- Using existing posts

**6. Will the ground need preparation or clearing?**

- Yes — vegetation removal
- Minimal prep needed
- No — clear ground

**7. Would you like gates included?**

- Yes — pedestrian gate
- Yes — double driveway gate
- No

**8. Gate material and style:**

- Timber match to fence
- Decorative / custom
- Metal framed timber

**9. Do you want staining or protective coating?**

- Yes — treated finish
- No — I'll do it later

**10. When do you want installation?**

- Immediately
- Within 1 month
- Planning stage

---

## Outdoor Kitchens & Seating Areas

**1. What type of project are you planning?**

- Full outdoor kitchen build
- BBQ or grill station
- Bar / countertop area
- Fixed seating or dining area

**2. Preferred material style:**

- Timber & natural stone
- Concrete & steel
- Modern composite finishes
- Mixed materials / custom

**3. Do you need built-in appliances?**

- Yes — grill / BBQ
- Yes — fridge or sink
- No appliances

**4. Will there be a roof or shade structure?**

- Yes — under pergola / canopy
- No — open air
- Considering options

**5. Do you want plumbing or drainage installed?**

- Yes — sink / tap
- Basic water supply only
- No plumbing

**6. Do you need electrical connections?**

- Yes — full setup
- Lighting only
- None

**7. Preferred surface finish for countertops or seating:**

- Timber
- Stone / tile
- Concrete
- Composite

**8. Would you like integrated seating or dining benches?**

- Yes — built-in benches
- Yes — bar stools / counter
- No

**9. What's the approximate area size?**

- Small (up to 10 m<sup>2</sup>)
- Medium (10–25 m<sup>2</sup>)
- Large (25 m<sup>2</sup>+)
- Not sure

**10. Do you already have design plans or layout drawings?**

- Yes — ready to quote
- Concept / reference photos
- Need design help

**11. When do you plan to start the build?**

- ASAP
- Within 1 month
- Planning phase

•

## **4. Staircases & Railings**

### **Timber Stair Design & Fabrication**

**1. What type of staircase are you looking for?**

- Straight flight
- L-shaped / quarter turn
- U-shaped / half turn
- Spiral or helical
- Floating or open-tread design

**2. Is this for:**

- Interior use
- Exterior use
- Both

**3. What material or finish do you prefer?**

- Solid timber (oak, beech, ash, etc.)
- Painted softwood
- Timber with metal or glass details
- Unsure — need guidance

**4. What is the floor-to-floor height?**

- Standard (2.4–2.8 m)
- Medium (2.8–3.2 m)
- High / custom level
- Unsure — needs measurement

**5. Do you already have architectural drawings?**

- Yes — ready to fabricate

- Concept or sketch only
- Need full design assistance

**6. Do you need under-stair storage or features built-in?**

- Yes — drawers or cupboards
- Yes — open shelving
- No

**7. Preferred tread and riser style:**

- Closed riser (traditional)
- Open riser (modern)
- Mixed or custom

**8. Do you require a handrail or balustrade included?**

- Yes — timber handrail
- Yes — glass / metal balustrade
- No — separate contractor

**9. Finish preference:**

- Natural varnish
- Painted / stained
- Raw finish for on-site finishing

**10. When do you need installation or delivery?**

- Within 2–4 weeks
- 1–2 months
- Flexible / planning stage

---

## 👉 Handrails & Balustrades

**1. What type of installation do you need?**

- New handrail & balustrade system
- Replacement or upgrade
- Repair or refinishing

**2. Where will it be installed?**

- Staircase
- Balcony or mezzanine
- Terrace or deck
- Other / custom

**3. Preferred material for handrail:**

- Timber
- Metal (steel, aluminium, wrought iron)
- Glass with brackets

Mixed materials

**4. Balustrade style preference:**

- Vertical spindles (classic)
- Horizontal bars (modern)
- Glass panels
- Cable or minimalist tension wires

**5. Do you want the handrail wall-mounted or post-mounted?**

- Wall-mounted
- Post-mounted
- Both

**6. Finish or colour preference:**

- Natural wood
- Painted
- Brushed metal / chrome
- Black / industrial

**7. What's the approximate length required?**

- Under 3 m
- 3–6 m
- 6–10 m
- 10 m+

**8. Do you need installation only or supply & fit?**

- Supply & fit
- Installation only
- Supply only

**9. Will the work be indoors or outdoors?**

- Indoors
- Outdoors
- Both

**10. Do you already have design drawings or photos?**

- Yes — ready to quote
- Example photos for inspiration
- Need design ideas

**11. When do you want the work completed?**

- ASAP
- Within 1 month
- Planning stage

•

## Floating & Feature Stairs

**1. What type of floating stair design are you interested in?**

- Single stringer (central spine)
- Twin stringer
- Cantilevered from wall
- Zig-zag or folded plate style
- Unsure — need design advice

**2. Where will the staircase be installed?**

- Main house interior
- Commercial or office space
- Outdoor / external
- Duplex / mezzanine

**3. Preferred tread material:**

- Solid timber (oak, ash, walnut, etc.)
- Glass
- Metal
- Combination (timber + glass / steel)

**4. What type of balustrade or side protection would you like?**

- Frameless glass
- Steel cables / minimalist
- Timber or metal balusters
- No balustrade (open aesthetic)

**5. Do you require an engineered structure or decorative-only feature?**

- Fully engineered, load-bearing
- Decorative / access-light use
- Not sure — need advice

**6. What is the floor-to-floor height or number of steps?**

- Standard (10–14 steps)
- Extended (15–18 steps)
- Custom / multi-level
- Need site measurement

**7. Preferred finish or tone:**

- Natural clear varnish
- Painted
- Matte black / industrial
- Custom finish

**8. Do you already have drawings or design plans?**

- Yes — ready for fabrication
- Concept visuals only
- Need full design service

**9. Would you like LED lighting integrated into the stairs?**

- Yes — step or wall lighting
- Yes — under-tread lighting
- No lighting

**10. When would you like the staircase built or installed?**

- ASAP
  - Within 1–2 months
  - Planning stage
- 

 **Stair Restoration & Refinishing**

**1. What type of staircase requires restoration?**

- Timber
- Metal
- Mixed material
- Unsure

**2. What kind of work is needed?**

- Sanding & refinishing
- Structural repair
- Replacing treads or risers
- Repainting or restaining

**3. Is the staircase painted, varnished, or untreated currently?**

- Painted
- Varnished / sealed
- Raw timber
- Not sure

**4. Do you want to change the colour or finish?**

- Yes — lighter tone
- Yes — darker tone
- Keep existing look
- Open to advice

**5. Are there damaged or squeaky steps?**

- Yes — some repairs needed
- No — cosmetic only
- Not sure yet

**6. Do you want the balustrade or handrail restored too?**

- Yes — include balustrade
- No — stairs only

Maybe — depends on cost

**7. Approximate number of steps or flights:**

- 1 short flight (10–12 steps)
- 2 flights
- 3+ flights
- Not sure

**8. Do you want anti-slip coating or stair protection applied?**

- Yes
- No

**9. Property type:**

- Residential home
- Apartment building
- Commercial / business premises

**10. When do you want the work carried out?**

- Immediately
- Within 1 month
- Planning / budgeting stage

•

## **5. Sanding, Finishing & Restoration**

### **Floor Sanding & Polishing**

**1. What type of flooring needs sanding?**

- Solid wood
- Engineered wood
- Parquet
- Stained or painted timber

**2. What is the approximate area size?**

- Small (up to 15 m<sup>2</sup>)
- Medium (15–40 m<sup>2</sup>)
- Large (40–80 m<sup>2</sup>)
- Extra-large (80 m<sup>2</sup> +)

**3. What condition is the floor currently in?**

- Light wear / surface dullness
- Scratches or minor damage
- Heavy wear / uneven surface
- Not sure — needs inspection

- 4. Do you want the existing finish fully removed?**  
 Yes — strip back to bare wood  
 No — light re-sand only  
 Not sure
  - 5. What kind of final finish do you prefer?**  
 Natural matte  
 Satin sheen  
 Gloss / high shine  
 Undecided — need advice
  - 6. Would you like staining or colour change before finishing?**  
 Yes — darker stain  
 Yes — lighter tone / whitewash  
 No — keep natural look
  - 7. Do you require edge sanding or stair sanding included?**  
 Yes — include edges  
 Yes — include stairs  
 No — flat floor only
  - 8. Do you need gaps filled or boards repaired?**  
 Yes — minor filling  
 Yes — extensive repair  
 No repairs needed
  - 9. Property status:**  
 Empty / unoccupied  
 Furnished — furniture to move  
 Occupied — room-by-room work
  - 10. When do you need the work done?**  
 ASAP  
 Within 2–4 weeks  
 Planning / budgeting stage
- 

## ✨ Varnish, Oil & Lacquer Finishes

- 1. What surface or material requires finishing?**  
 Wooden floors  
 Furniture or cabinetry  
 Stairs or handrails  
 Doors / trims

**2. Is the surface newly sanded or existing?**

- Newly sanded
- Existing finish to refresh
- Not sure

**3. What type of finish do you prefer?**

- Natural oil (eco / matte look)
- Hardwax oil (durable, satin)
- Varnish (high protection)
- Lacquer (smooth gloss)

**4. What sheen level are you after?**

- Matte
- Satin
- Gloss
- Open to advice

**5. Preferred colour tone:**

- Natural clear
- Light / whitewash
- Medium oak / honey
- Dark / walnut or espresso

**6. Do you need colour matching to existing finishes?**

- Yes
- No
- Unsure

**7. Do you want a non-slip or high-traffic coating applied?**

- Yes — non-slip
- Yes — heavy traffic durability
- No

**8. Will the work be indoors or outdoors?**

- Indoors
- Outdoors (decking, furniture, etc.)
- Both

**9. Do you require eco-friendly or low-VOC products?**

- Yes — natural oils only
- No — standard materials fine
- Not sure

**10. When do you want the finishing completed?**

- ASAP
- Within 1 month
- Planning stage

•

## Furniture Restoration

**1. What type of furniture needs restoration?**

- Table / desk
- Chair / stool
- Cabinet / wardrobe
- Antique / heirloom piece
- Mixed items

**2. What kind of damage or wear is present?**

- Scratches / dents
- Water or heat marks
- Loose joints or wobbly legs
- Missing parts / broken panels
- Faded or chipped finish

**3. What material is the furniture made from?**

- Solid wood
- Veneer
- Painted finish
- Mixed materials

**4. Do you want the original look preserved or modernised?**

- Full restoration to original
- Refreshed / updated finish
- Custom redesign

**5. Do you want the item repainted or refinished?**

- Yes — painted finish
- Yes — wood stain / polish
- No — repair only

**6. Would you like new hardware or fittings installed?**

- Yes — handles / hinges
- Yes — decorative accents
- No

**7. Approximate size or number of items:**

- 1 small item
- 2–4 pieces
- 5+ items
- Full room set

**8. Do you need collection & delivery service?**

- Yes — both ways
- Drop-off only
- Work to be done on site

**9. When do you want the restoration completed?**

- ASAP
  - Within 1 month
  - Planning / budgeting stage
- 

 **Wood Staining & Colour Matching**

**1. What surface or item requires staining?**

- Floor
- Furniture
- Doors / trims
- Staircase or handrails
- Other

**2. Current surface condition:**

- Bare / freshly sanded wood
- Existing stain / finish present
- Painted surface needing strip
- Not sure

**3. Desired colour outcome:**

- Light natural tone
- Medium oak / walnut
- Dark / espresso
- Custom colour match

**4. Do you need samples or test patches prepared first?**

- Yes — show examples before applying
- No — go ahead with chosen tone

**5. Would you like a protective topcoat applied after staining?**

- Yes — oil
- Yes — varnish / lacquer
- No — stain only

**6. Finish preference:**

- Matte
- Satin
- Gloss

**7. Where will the stained surfaces be located?**

- Indoors
- Outdoors
- Both

**8. Do you require colour matching to existing woodwork?**

- Yes — match current tone
- No — new look preferred
- Not sure

**9. Approximate area or number of items:**

- Small (under 10 m<sup>2</sup> / 1–2 pieces)
- Medium (10–30 m<sup>2</sup> / few pieces)
- Large (30 m<sup>2</sup>+ / multiple pieces)

**10. When do you need the work done?**

- ASAP
  - Within 2–4 weeks
  - Planning stage
- 



## Repair of Worn or Damaged Timber

**1. What needs repair?**

- Floorboards
- Furniture
- Doors / frames
- Structural beams or trims
- Other

**2. Type of damage:**

- Surface scratches / dents
- Cracks or splits
- Rot or water damage
- Loose joints / broken parts

**3. Material type:**

- Softwood
- Hardwood
- Engineered / veneer
- Unsure

**4. Extent of damage:**

- Minor — cosmetic repair
- Moderate — patch & fill
- Severe — replace sections

**5. Do you need colour or finish blending after repair?**

- Yes — match existing tone
- No — clear repair fine

Not sure

**6. Do you need structural reinforcement (e.g. beams, steps)?**

- Yes
- No

**7. Location of repair:**

- Indoors
- Outdoors
- Both

**8. Approximate quantity or area:**

- 1–2 small areas
- Several sections
- Entire room / multiple pieces

**9. Access considerations:**

- Easy — ground level
- Difficult — upper floor / tight space
- Unsure

**10. When do you need repairs completed?**

- ASAP
- Within 1 month
- Planning / budgeting stage

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## ROOFING & GUTTERING SERVICES

### 1. Flat Roof Systems

#### Torch-On Felt Roofing

**1. What type of building is the roof for?**

- Residential home
- Apartment block
- Commercial building
- Garage / outbuilding

**2. What is the approximate roof area?**

- Small (under 20 m<sup>2</sup>)
- Medium (20–50 m<sup>2</sup>)
- Large (50–100 m<sup>2</sup>)

Extra-large (100 m<sup>2</sup>+)

**3. What's the current roof surface?**

- Old felt / bitumen
- Concrete base
- Plywood / timber deck
- Unsure

**4. Condition of existing roof:**

- Leaking / urgent repair needed
- Worn / needs replacement soon
- New build / fresh installation

**5. How many layers of felt are required?**

- Single-layer (budget)
- Two-layer system
- Three-layer high-performance system
- Not sure — need advice

**6. Would you like thermal insulation included?**

- Yes — warm roof system
- No — cold roof
- Not sure yet

**7. Do you need edge trims, outlets, or flashings replaced?**

- Yes — all replaced
- Yes — partial repair
- No

**8. Roof access conditions:**

- Easy (ladder / single storey)
- Moderate (scaffolding needed)
- Difficult (restricted or high access)

**9. Do you want a warranty or guarantee on materials/workmanship?**

- 10-year
- 15-year
- Not essential

**10. When do you need the work completed?**

- Urgent / emergency
- Within 1 month
- Planning stage



- 1. Which roofing type are you considering?**
  - EPDM rubber membrane
  - Liquid polyurethane / resin system
  - Not sure — need recommendation
  
- 2. What is the approximate roof size?**
  - Small (under 20 m<sup>2</sup>)
  - Medium (20–50 m<sup>2</sup>)
  - Large (50 m<sup>2</sup>+)
  - Not sure
  
- 3. What surface will the membrane be applied to?**
  - New timber deck
  - Existing felt / bitumen
  - Concrete or screed
  - Metal roof
  
- 4. Roof purpose / location:**
  - Main flat roof
  - Extension / balcony
  - Garage / shed
  - Commercial area
  
- 5. Do you require insulation or warm-roof build-up?**
  - Yes — include insulation
  - No — overlay existing
  - Not sure
  
- 6. Would you like upstands and parapet walls sealed too?**
  - Yes
  - No
  - Unsure
  
- 7. Do you need roof outlets or drainage upgraded?**
  - Yes — new outlets / drainage
  - No
  - Not sure
  
- 8. Expected lifespan preference:**
  - 10 years (basic)
  - 20+ years (premium system)
  - Whichever is best value
  
- 9. Do you want a non-slip or walkable surface?**
  - Yes — balcony or terrace use
  - No — standard roof
  - Not sure

**10. When do you want installation to start?**

- ASAP
- Within 4 weeks
- Planning / budgeting stage
- 
- Concrete flat roofs (azoteas)
- Green or solar roof integration
- Roof insulation & drainage layers

**2. Pitched Roof Systems**

- Clay or concrete tile roofing
- Slate & natural stone roofs
- Metal & zinc roofing
- Roof trusses & structural carpentry
- Roof ventilation systems

**3. Guttering & Rainwater Systems**

- Fascias, soffits & bargeboards
- PVC, aluminium & zinc gutters
- Downpipe & outlet installation
- Gutter cleaning & maintenance
- Rainwater collection systems

**4. Roof Repairs & Maintenance**

- Leak tracing & repair
- Flashing & valley replacements
- Repointing & tile reseating
- Waterproof coatings

- Skylight installation or repair

## 5. Roof Additions

- Roof windows & light tunnels
  - Solar panel mounting
  - Chimney repairs & capping
  - Roof access ladders & walkways
- 

# ELECTRICAL & TECHNOLOGY SERVICES

## 1. Electrical Installation

### Full Rewiring & New Builds

1. What type of property requires rewiring?  
 Apartment / Flat  
 Detached house  
 Semi-detached / Terrace  
 Commercial unit  
 Other
2. Approximate property size or number of rooms?  
 1–2 rooms  
 3–5 rooms  
 6–8 rooms  
 9+ rooms
3. Is this a **complete rewire** or a **partial rewire**?  
 Complete  
 Partial
4. Is the property currently **occupied or vacant**?  
 Occupied  
 Vacant
5. Are the existing cables **surface-mounted** or **buried within walls**?  
 Surface-mounted  
 Buried / chased into walls

Unsure

6. What type of walls/floors will electricians be working through?

- Solid concrete
- Brick or block
- Timber stud / plasterboard
- Mix of materials

7. Do you need new sockets, switches, and lighting points installed?

- Yes, all new
- Only replacements
- Mix of both

8. Do you require new **consumer unit (fuse board)** installation?

- Yes
- No
- Not sure

9. Do you need the electrical installation **tested and certified**?

- Yes
- No

10. When do you need the work completed?

- Within 1 week
- Within 1 month
- Within 3 months
- Flexible

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## Consumer Unit & Fuse Board Upgrades

1. What type of property is the board for?

- Residential
- Commercial
- Other

2. What's the reason for upgrade?

- Safety / old fuse box
- Additional circuits required
- Electrical inspection failure
- New build / renovation

3. How many circuits are currently in use?

- 4 or fewer
- 5–8
- 9–12

- 13+
- Unsure

4. What's the existing board type?
  - Fuse wire
  - MCB (modern breakers)
  - RCD protected
  - Unsure
5. Do you require **surge protection** or **RCBOs** on all circuits?
  - Yes, surge protection
  - Yes, RCBOs
  - Both
  - No preference
6. Is there easy access to the current fuse board area?
  - Yes
  - No (tight cupboard / ceiling / etc.)
7. Do you require **full testing and certification** after installation?
  - Yes
  - No
8. Would you like to include **upgraded meter tails** and **earthing system**?
  - Yes
  - No
  - Not sure
9. Any **additional circuits** or new equipment being added?
  - Yes – specify
  - No
10. Preferred time for installation?
  - ASAP
  - Within a week
  - Within a month
  - Flexible

---

## Lighting Circuits & Socket Installation

1. What type of installation do you need?
  - New lighting circuit
  - New sockets / outlets
  - Both

2. Indoor or outdoor installation?  
 Indoor only  
 Outdoor only  
 Both
  
3. How many fittings or sockets approximately?  
 1–4  
 5–10  
 11–20  
 20+
  
4. What style of lighting are you installing?  
 Downlights / spotlights  
 Pendant or ceiling lights  
 Wall lights  
 LED strips / feature lighting
  
5. Do you require **dimmer switches** or smart control?  
 Yes – dimmers  
 Yes – smart system  
 No
  
6. Is there existing wiring in place?  
 Yes, using existing circuit  
 No, needs new circuit  
 Not sure
  
7. What wall/ceiling type are fittings going into?  
 Plasterboard  
 Concrete  
 Wood  
 Mix
  
8. Do you need the electrician to **supply fittings**?  
 Yes  
 No, I'll supply  
 Some items only
  
9. Do you want a **certificate of installation** after completion?  
 Yes  
 No



1. Which area is the work for?  
 Kitchen  
 Bathroom  
 Both
  
  2. What type of work is needed?  
 New installation  
 Renovation / upgrade  
 Appliance wiring
  
  3. Are you adding **new circuits** (e.g., oven, hob, extractor, shower)?  
 Yes  
 No  
 Unsure
  
  4. Any **underfloor heating or towel rails** included?  
 Yes  
 No
  
  5. Are there **downlights or mirrors** requiring power?  
 Yes  
 No
  
  6. Do you require **IP-rated fittings** (for wet zones)?  
 Yes  
 Not sure  
 No
  
  7. Is there an **existing extractor fan** to connect or replace?  
 Yes  
 No
  
  8. Do you need the electrician to **supply fittings**?  
 Yes  
 No  
 Some items only
  
  9. When will the kitchen/bathroom installation take place?  
 Already fitted  
 In progress  
 Not started yet
  
  10. Would you like a **safety certificate** after work is completed?  
 Yes  
 No
-



## External & Garden Power

1. What do you need power for?
  - Garden lighting
  - Outdoor sockets
  - Water feature or pond
  - Outbuilding / shed
  - Hot tub / pool equipment
  
2. How far is the power source from the main house?
  - Under 10m
  - 10–30m
  - 30–50m
  - 50m+
  
3. Do you have **existing outdoor power**?
  - Yes
  - No
  - Unsure
  
4. Is the cabling route **underground** or **surface-mounted**?
  - Underground (trench required)
  - Surface-mounted
  - Not sure
  
5. Do you require **switching control** (timer, PIR, smart app)?
  - Timer
  - Motion sensor (PIR)
  - Smart app
  - None
  
6. What lighting type are you using (if applicable)?
  - LED bollards / path lights
  - Wall-mounted
  - Spike / ground lights
  - None
  
7. Will you supply the fittings?
  - Yes
  - No
  - Some items
  
8. What's the ground condition for cable routing?
  - Soil / grass
  - Gravel / paving
  - Concrete
  - Decking / raised area

9. Do you require weatherproof sockets or IP-rated boxes?  
 Yes  
 No
  10. Do you need certification for outdoor installation?  
 Yes  
 No
- 

## 2. Smart Home & Automation

### Home Automation Systems

1. What type of property is being automated?  
 Apartment / Flat  
 Villa / Detached house  
 Commercial property  
 Other
2. Which areas do you want to automate?  
 Whole property  
 Living areas only  
 Bedrooms  
 Outdoor areas  
 Specific rooms (specify)
3. What main functions do you want integrated?  
 Lighting  
 Heating / Cooling  
 Blinds / Curtains  
 Security / CCTV  
 Audio-visual systems
4. Do you already have smart devices installed?  
 Yes – need integration  
 No – starting from scratch  
 Some – mixed brands
5. Preferred control platform or ecosystem?  
 Google Home  
 Amazon Alexa  
 Apple HomeKit  
 Control4 / Crestron / KNX  
 Open to recommendation
6. Do you want remote access from your phone?  
 Yes

No

7. Is this for a **new build / renovation** or **existing home**?

- New build (first fix possible)
- Renovation (rewiring possible)
- Existing finished property

8. Do you need a system designed, supplied, and installed?

- Full design + supply + install
- Install only
- Programming / setup only

9. Approximate number of rooms or zones to control?

- 1–3
- 4–6
- 7–10
- 10+

10. Would you like a maintenance or software support plan?

- Yes
  - No
- 



## Smart Lighting & Climate Control

1. What systems would you like to automate?

- Lighting only
- Heating / Cooling only
- Both

2. Type of property?

- Apartment / Flat
- Villa / Detached house
- Commercial space

3. How many rooms or lighting zones are included?

- 1–3
- 4–6
- 7–10
- 10+

4. Preferred lighting control type?

- Smart switches
- Dimmers
- App-based / remote

- Voice control
5. Do you already have a **smart hub or controller** installed?
- Yes
  - No
  - Not sure
6. What kind of climate system do you use?
- Air conditioning
  - Underfloor heating
  - Radiators
  - Mixed systems
7. Would you like **temperature sensors** in each room?
- Yes
  - No
  - Only key rooms
8. Do you want to integrate **schedules or scenes** (e.g. "Morning Mode")?
- Yes – fully automated
  - Basic presets only
  - Not needed
9. Is this a **retrofit or new installation**?
- Retrofit (existing wiring)
  - New build / renovation
10. Who will supply the smart fittings and thermostats?
- Client
  - Electrician / installer
  - Shared responsibility

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## Security & Access Systems

1. What type of system are you interested in?
- CCTV / video surveillance
  - Smart door locks / access control
  - Alarm system
  - Intercom / video entry
2. Type of property?
- Residential
  - Commercial
  - Multi-unit complex

3. How many cameras or access points required?  
 1–2  
 3–5  
 6–10  
 10+
  4. Do you require **remote monitoring via smartphone?**  
 Yes  
 No
  5. Preferred camera setup?  
 Wired  
 Wireless  
 Mix of both
  6. Would you like **motion alerts or AI detection (faces, vehicles, etc.)?**  
 Yes – full AI features  
 Basic alerts only  
 Not needed
  7. Is there an existing internet or network infrastructure?  
 Yes – reliable  
 Yes – limited coverage  
 No – needs setup
  8. Where will footage be stored?  
 Local hard drive / NVR  
 Cloud storage  
 Both
  9. Do you need access integration (e.g., smart gates or locks)?  
 Yes  
 No  
 Later phase
  10. Would you like the installer to provide ongoing maintenance?  
 Yes  
 No
- 

## **Audio-Visual & Multi-Room Setups**

1. What type of installation are you planning?  
 Multi-room audio  
 Home cinema  
 TV wall mounting

- Conference or presentation room
2. How many rooms or zones?
- 1
  - 2–3
  - 4–6
  - 7+
3. Preferred control method?
- Smartphone / tablet app
  - Wall panel
  - Voice control
  - Remote control
4. Are you using any of these systems?
- Sonos
  - Bose
  - Bang & Olufsen
  - Other / open to advice
5. Do you need the installer to supply all AV equipment?
- Yes
  - No – client supplied
  - Some items
6. Will cables be hidden within walls/ceilings?
- Yes – concealed
  - No – surface mounted
  - Not sure
7. What kind of display setup is required?
- Single TV
  - Projector + screen
  - Multiple screens
8. Would you like soundproofing or acoustic treatment included?
- Yes
  - No
  - Maybe later
9. Do you require integration with lighting or blinds?
- Yes
  - No
10. Do you need calibration and testing after installation?
- Yes
  - No

---

## Voice Assistant Integration

1. Which voice assistant(s) do you use or plan to use?  
 Amazon Alexa  
 Google Assistant  
 Apple Siri  
 Other
  
2. What devices do you want voice control over?  
 Lighting  
 Heating / Cooling  
 Music / TV  
 Security systems  
 All of the above
  
3. Do you already have smart home devices installed?  
 Yes – need linking  
 No – starting new  
 Some – mixed brands
  
4. How many rooms or zones to configure?  
 1–2  
 3–5  
 6–10  
 Whole property
  
5. Do you need support setting up custom voice commands?  
 Yes  
 No
  
6. Should integration work offline or cloud-based?  
 Cloud (internet-dependent)  
 Local network (offline control)  
 No preference
  
7. Would you like your system linked to routines (e.g., “Good Morning”)?  
 Yes  
 Basic only  
 Not needed
  
8. Do you need configuration for multiple users or languages?  
 Yes  
 No
  
9. Do you need device supply or setup only?  
 Supply & install

- Setup only
- Advice only

10. Would you like the system integrated with a full home automation platform?

- Yes – full integration
- No – standalone voice control

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### 3. Testing, Safety & Certification

#### Electrical Installation Condition Reports (EICR)

1. What type of property requires the inspection?

- Residential – single home
- Apartment / flat
- Commercial unit
- Multi-property portfolio

2. What's the purpose of the report?

- Routine safety check
- Sale or purchase
- Insurance or compliance
- Change of tenant

3. Approximate size of property or number of circuits?

- 1–6 circuits
- 7–12 circuits
- 13–20 circuits
- 20+ circuits
- Unsure

4. When was the last electrical inspection carried out?

- Within 1 year
- 1–5 years ago
- Over 5 years ago
- Unknown

5. Is the property **occupied or vacant** during inspection?

- Occupied
- Vacant

6. Is the fuse board easily accessible?

- Yes
- No
- Not sure

7. Do you require a **hard copy certificate** as well as digital?  
 Yes  
 No
  8. Any known electrical issues or recent alterations?  
 Yes (please describe briefly)  
 No
  9. When would you like the inspection completed?  
 ASAP  
 Within 1 week  
 Within 1 month  
 Flexible
  10. Do you need follow-up repairs if faults are found?  
 Yes  
 No  
 Depends on cost
- 

## Portable Appliance Testing (PAT)

1. Type of environment?  
 Office / commercial  
 Industrial / workshop  
 Residential / holiday let  
 Event / temporary setup
2. How many appliances require testing (approx.)?  
 1–20  
 21–50  
 51–100  
 100+
3. Are appliances located across multiple buildings or floors?  
 Single location  
 Multiple areas
4. Do you require **labelling and inventory reports**?  
 Yes  
 No
5. Will the site be **occupied during testing**?  
 Yes  
 No

6. Are there any **specialist or high-load devices** (e.g. heaters, catering, IT)?  
 Yes  
 No
7. Do you require **testing outside normal working hours**?  
 Yes – evenings / weekends  
 No – standard hours
8. Preferred certificate format?  
 Digital (PDF)  
 Printed copy  
 Both
9. How often will testing be required?  
 One-off test  
 Annual  
 Every 6 months
10. Do you have a previous PAT test record?  
 Yes – available  
 No  
 Unsure

---

## Load Balancing & Safety Audits

1. Type of electrical system to be audited?  
 Residential  
 Commercial  
 Industrial  
 Event / temporary power
2. What's the main goal of the audit?  
 Safety compliance  
 Identify overloads  
 Plan system upgrades  
 Energy efficiency
3. Do you experience **frequent tripping or overheating**?  
 Yes  
 No
4. Do you require a **single-phase or three-phase** assessment?  
 Single-phase  
 Three-phase

- Not sure
5. Are there **high-load appliances or machinery** on site?
- Yes – continuously running  
 Yes – occasional  
 No
6. Would you like **thermal imaging** included in the audit?
- Yes  
 No  
 Optional
7. Do you need a **written safety report and recommendations**?
- Yes – full report  
 No – inspection only
8. When was your last electrical system inspection?
- Within 12 months  
 1–3 years ago  
 3+ years ago  
 Never
9. When do you need the audit performed?
- ASAP  
 Within 1 month  
 Flexible
10. Do you need certification for insurance or compliance purposes?
- Yes  
 No

---

## **Fault Finding & Diagnostics**

1. What type of property is affected?
- Residential  
 Commercial  
 Industrial  
 Outdoor / event
2. What type of electrical issue are you experiencing?
- Power outage or tripping  
 Lighting not working  
 Burning smell or heat from sockets  
 Intermittent faults

- Other
3. How long has the issue been occurring?  
 Less than 24 hours  
 1–3 days  
 Over a week
4. Does the issue affect one area or the entire property?  
 Single room / circuit  
 Multiple rooms  
 Whole property
5. Any recent **electrical work or renovations?**  
 Yes  
 No
6. What type of fuse board is installed?  
 Modern breakers  
 Old fuse wire type  
 Unsure
7. Do you have any **visible damage or burning marks?**  
 Yes  
 No
8. When do you need an electrician to attend?  
 Emergency (today)  
 Within 48 hours  
 Within a week
9. Will the property be **accessible and powered on** during testing?  
 Yes  
 No
10. Do you want repairs completed during the same visit if possible?  
 Yes  
 No – diagnostics only

---

## Landlord Certification Packages

1. What type of property is being rented?  
 Apartment / flat  
 House  
 HMO / shared house

- Commercial unit
2. How many properties or units require certification?
- 1  
 2–5  
 6–10  
 10+
3. What certificates do you need included?
- EICR  
 PAT testing  
 Smoke & CO alarm check  
 Emergency lighting test  
 All of the above
4. Are certificates required for a **new tenancy or renewal**?
- New tenancy  
 Renewal  
 Annual routine
5. Do you have current certificates or reports available?
- Yes  
 No  
 Some
6. Are the properties **occupied or vacant** during inspection?
- Occupied  
 Vacant  
 Mix
7. Do you need **key collection or tenant coordination**?
- Yes – managed access  
 No – access arranged
8. Do you want certificates delivered **digitally or printed**?
- Digital only  
 Printed only  
 Both
9. Would you like the provider to **handle annual renewals automatically**?
- Yes  
 No
10. Preferred timeframe for certification?
- ASAP  
 Within 1 week  
 Within 1 month  
 Flexible

•

## 4. Renewable Energy & Power Systems

### Solar Panel & Inverter Installation

1. What type of property is this for?  
 Residential – house or villa  
 Apartment building  
 Commercial / industrial  
 Agricultural / rural property
2. What's your main goal for installing solar?  
 Lower electricity bills  
 Energy independence  
 Environmental sustainability  
 Backup power
3. Do you have an existing **solar system**?  
 No – new installation  
 Yes – upgrade / expansion  
 Yes – inverter replacement only
4. What is your **roof type**?  
 Flat concrete (azotea)  
 Pitched tiled roof  
 Metal sheet roof  
 Ground-mounted area available
5. Approximate available roof area for panels?  
 Under 20 m<sup>2</sup>  
 20–50 m<sup>2</sup>  
 50–100 m<sup>2</sup>  
 100 m<sup>2</sup>+  
 Unsure
6. Is your roof shaded by trees or other buildings?  
 Yes – partial shade  
 No – full sun exposure  
 Not sure
7. Desired system size or capacity (if known)?  
 Up to 3 kW  
 3–6 kW  
 6–10 kW  
 10 kW+

Not sure

8. Do you want **grid-tied, off-grid, or hybrid** system?

- Grid-tied
- Off-grid
- Hybrid

9. Do you require **battery storage** integration?

- Yes – now
- Maybe later
- No

10. Do you need the installer to **handle permits and licensing**?

- Yes
- No
- Not sure

11. When would you like the system installed?

- ASAP
- Within 1 month
- Within 3 months
- Flexible

12. Would you like ongoing maintenance or monitoring services?

- Yes
  - No
- 

## **Battery Storage & Hybrid Systems**

1. What type of setup do you currently have?

- Existing solar system
- Planning a new solar + battery install
- No solar – battery only

2. What's your main purpose for battery storage?

- Store solar energy
- Backup during outages
- Energy management / time-of-use saving

3. Estimated daily energy usage?

- Small (under 10 kWh/day)
- Medium (10–25 kWh/day)
- High (25–50 kWh/day)
- Very high (50 kWh+)

Unsure

4. Do you prefer **lithium-ion or lead-acid** batteries?  
 Lithium-ion (modern)  
 Lead-acid (budget)  
 Open to advice
5. Do you want a **wall-mounted or floor-standing** battery system?  
 Wall-mounted  
 Floor-standing  
 No preference
6. Will the system be installed **indoors or outdoors**?  
 Indoors (garage, utility room)  
 Outdoors (weatherproof)
7. Desired storage capacity (if known)?  
 Up to 5 kWh  
 6–10 kWh  
 11–20 kWh  
 20 kWh+  
 Not sure
8. Should the system provide **backup during grid outages**?  
 Yes  
 No  
 Maybe
9. Do you want **remote app monitoring** for battery status?  
 Yes  
 No
10. Do you already have a compatible **inverter**?  
 Yes  
 No  
 Not sure
11. Would you like the installer to **supply all equipment**?  
 Yes – full supply & install  
 No – install only  
 Mix
12. Timeframe for installation?  
 ASAP  
 Within 1 month  
 Within 3 months  
 Flexible

---

## EV Charging Stations

1. What type of EV charger do you need?  
 Home wall charger  
 Commercial / workplace  
 Public / shared use
  
2. How many chargers are required?  
 1  
 2–4  
 5–10  
 10+
  
3. Do you have **single-phase or three-phase power?**  
 Single-phase  
 Three-phase  
 Not sure
  
4. Preferred charger speed?  
 3.6 kW (slow)  
 7.4 kW (standard)  
 11 kW (fast)  
 22 kW (rapid)  
 Not sure
  
5. Do you want a **tethered cable or socket-only** charger?  
 Tethered (built-in cable)  
 Socket-only  
 No preference
  
6. Will the charger be installed **indoors or outdoors**?  
 Indoors – garage or carport  
 Outdoors – driveway or parking bay
  
7. Is there an existing **dedicated circuit or breaker**?  
 Yes  
 No  
 Not sure
  
8. Do you want **smart charging features** (app control, scheduling)?  
 Yes  
 No
  
9. Do you want to integrate with **solar or battery storage**?  
 Yes  
 No

Maybe later

10. Is the property **owned or rented?**

- Owned
- Rented
- Commercial lease

11. Do you need help applying for **rebates or grants** (if available)?

- Yes
- No

12. When would you like installation completed?

- ASAP
- Within 2 weeks
- Within 1 month
- Flexible



## Smart Metering & Monitoring

1. What type of system do you want to monitor?

- Solar power
- Battery storage
- EV charging
- Whole property consumption

2. What's your goal for installing smart monitoring?

- Track usage and cost
- Improve energy efficiency
- Detect faults or overloads
- Integrate with automation

3. Is there already a **smart meter or monitoring device** installed?

- Yes – upgrade needed
- No – new installation
- Unsure

4. Do you prefer **real-time mobile app access**?

- Yes
- No

5. What kind of data would you like to see?

- Live energy use
- Historical charts
- Device-by-device breakdown

- Export to reports
6. Do you want alerts for **high usage or system faults?**
- Yes
  - No
7. Is your Wi-Fi or network signal strong where the system will be installed?
- Yes
  - No
  - Unsure
8. Do you want **integration with smart home automation?**
- Yes
  - No
  - Maybe later
9. Preferred display type?
- Wall-mounted screen
  - Mobile app only
  - Both
10. Who will supply the monitoring hardware?
- Installer
  - Client
  - Not decided
11. Do you require **ongoing data reporting or maintenance?**
- Yes
  - No
12. Timeframe for installation?
- ASAP
  - Within 1 month
  - Within 3 months
  - Flexible
- 

## 5. Data, Networking & Communications

- Cat6 & fiber optic cabling
- Wi-Fi & network distribution
- CCTV & intercom systems
- Office data network setup

- TV aerials & satellite installations
- 

## PLUMBING & HEATING SERVICES

### 1. Plumbing Installation

#### PLUMBING INSTALLATION – Client Intake Questions

1. **What type of property is the installation for?**

- Apartment / Flat
- Villa / Detached House
- Commercial Building
- New Build Project
- Renovation / Refit

2. **Which areas require plumbing work?**

- Entire property (full system)
- Kitchen only
- Bathroom(s) only
- Utility / laundry area
- Outdoor area (garden, pool, etc.)

3. **Is this a new system or modification of an existing one?**

- Brand new system (no existing plumbing)
- Upgrading existing plumbing
- Partial extension or rerouting

4. **What type of water system is in use or preferred?**

- Gravity-fed (tank in loft or roof)
- Pressurised / unvented system
- Combination (combi) boiler system
- Unsure – need advice

5. **Do you need installation of a hot water storage or cylinder system?**

- Yes – standard hot water cylinder
- Yes – pressurised/unvented cylinder
- No – using combi system
- Not sure yet

6. **What materials are preferred for pipework?**

- Copper
- Plastic (PEX, push-fit)
- Stainless steel

Open to recommendation

**7. Are any water booster or filtration systems required?**

- Yes – water pressure booster
- Yes – whole-house filtration
- Yes – water softener
- No, not required

**8. Will the installation involve concealed or exposed pipework?**

- Fully concealed (within walls/floors)
- Partially concealed
- Fully exposed (industrial/accessible)

**9. Are heating systems included in this job?**

- Yes – connect to heating circuit
- No – plumbing only
- Not sure yet

**10. What is the current stage of the project?**

- Planning & design
- First fix (rough-in)
- Second fix (fittings & finishes)
- Repair or modification of existing system

**11. Do you require supply of fixtures/fittings?**

- Yes – full supply and install
- Part supply (I'll provide some items)
- Labour only (all materials provided)

**12. Would you like a water efficiency or sustainability upgrade option?**

- Yes – eco fixtures & low-flow fittings
- Yes – solar or hybrid water heating
- No, standard installation

•



## Bathroom & Kitchen Installations

**1. What type of project is this?**

- Full renovation or new build
- Partial upgrade (fixtures & fittings only)
- Plumbing reroute or replacement
- Maintenance / repair

**2. Which areas require installation?**

- Bathroom only
- Kitchen only

- Both bathroom and kitchen
- Multiple bathrooms or wet rooms

**3. What plumbing elements are required?**

- Full hot & cold water supply
- Waste & drainage connections
- Heating / towel rail connections
- Appliance connections (dishwasher, washing machine)

**4. Are new fixtures being supplied by you or the installer?**

- Supplied by client
- Supplied by installer
- Combination of both
- Not yet decided

**5. Type of bathroom setup?**

- Standard (bath/shower, basin, toilet)
- Luxury / wet room
- Cloakroom or guest WC
- Commercial washroom

**6. Type of kitchen setup?**

- Standard domestic kitchen
- Open-plan / island kitchen
- Commercial or restaurant kitchen
- Outdoor kitchen or bar area

**7. Do you require wall or floor chases for concealed pipework?**

- Yes – fully concealed pipes
- Partially concealed
- Exposed design (industrial look)

**8. Is tiling or finish work part of this request?**

- Yes – walls and floor
- Yes – partial
- No – plumbing only

**9. Are any smart or advanced fixtures included?**

- Smart shower or bath filler
- Instant hot water tap
- Water-saving eco fittings
- No smart fixtures

**10. Is electrical work required as part of installation?**

- Yes – lighting or underfloor heating
- Yes – appliance power supply
- No – plumbing only

**11. Current project stage:**

- Design & planning
- Rough-in (first fix)
- Fitting & finish (second fix)
- Replacement / maintenance

**12. Access or working condition:**

- Easy access, open area
- Occupied home – minimal disruption preferred
- Tight or restricted access (small bathroom, basement, etc.)

•

## Pipework Layout & Routing

**1. What type of project is this for?**

- New build installation
- Renovation or refit
- Extension or additional space
- System upgrade or reroute

**2. Which systems require pipework?**

- Hot & cold water supply
- Heating circuit (radiators / underfloor)
- Waste / drainage pipes
- All of the above

**3. How many rooms or zones are involved?**

- 1–2 rooms
- 3–5 rooms
- 6–8 rooms
- Whole property

**4. Where will pipework be routed?**

- Concealed in walls/floors
- Exposed (surface-mounted)
- Combination of both
- Unsure – need advice

**5. What materials are preferred for the pipework?**

- Copper
- Plastic (PEX / push-fit)
- Stainless steel
- No preference – installer to recommend

**6. Is there existing pipework to modify or remove?**

- Yes – remove old system

- Yes – partial reroute
- No – new installation only

**7. Are there any height or access restrictions?**

- Yes – limited floor or ceiling void
- Yes – tight access (basement, crawlspace)
- No, full access available

**8. Do you require acoustic insulation or lagging?**

- Yes – sound or temperature insulation
- No
- Not sure, please advise

**9. Will the pipework connect to a heating or renewable system?**

- Yes – boiler / underfloor heating
- Yes – solar or heat pump system
- No – water supply only

**10. Do you already have a plumbing layout plan?**

- Yes – detailed CAD/blueprint
- Rough sketch only
- No plan yet – need design service

**11. Preferred completion timeframe?**

- Urgent (1–2 weeks)
- Within 1 month
- Flexible / part of larger project



## Hot Water Cylinder & Tank Setup

**1. What type of cylinder/tank system do you need?**

- Vented cylinder (with loft tank)
- Unvented / pressurised cylinder
- Thermal store or hybrid tank
- Not sure – need advice

**2. What is the property type?**

- Apartment / flat
- Villa / detached house
- Commercial or hospitality building

**3. How many bathrooms or water outlets will it serve?**

- 1 bathroom
- 2–3 bathrooms

- 4+ bathrooms
- Unsure

**4. Where will the tank be installed?**

- Utility room
- Loft / roof space
- Basement / plant room
- Outdoor housing

**5. What is the expected capacity required?**

- Small (80–150L)
- Medium (150–250L)
- Large (250–400L)
- Very large (400L+)
- Unsure – need recommendation

**6. Do you need a cold-water storage tank as well?**

- Yes – new cold tank
- No – direct mains feed
- Reuse existing tank

**7. Will the cylinder connect to renewable or alternative heating?**

- Yes – solar thermal
- Yes – heat pump system
- Yes – boiler & solar combination
- No, standard connection

**8. Do you require removal of an existing tank or cylinder?**

- Yes – remove old system
- Yes – disconnect and leave in place
- No – new installation only

**9. Preferred brand or system type?**

- Megaflo / Heatrae Sadia
- Ariston / Vaillant
- Joule / OSO / Gledhill
- No preference

**10. Access or installation constraints to be aware of?**

- Narrow access or staircase
- Low ceiling height
- None

**11. Do you require thermostatic or smart control integration?**

- Yes – smart or app control
- Yes – standard thermostat
- No, manual system

**12. Is this part of a full plumbing or heating upgrade?**

- Yes – full system installation
- Yes – partial upgrade
- No – standalone tank setup

•

## Water Pressure Balancing

**1. What issue are you experiencing?**

- Low water pressure throughout property
- Inconsistent pressure between outlets
- Hot and cold water imbalance
- No known issue – system check requested

**2. What type of property is affected?**

- Apartment / flat
- Villa / detached house
- Commercial or hospitality building

**3. How many outlets are affected?**

- 1–2 fixtures (e.g. shower or tap)
- Several outlets on one floor
- Entire property

**4. Do you have a combi boiler, cylinder, or tank system?**

- Combi boiler
- Cylinder / tank-fed
- Pressurised / unvented system
- Unsure

**5. Is the problem specific to hot, cold, or both supplies?**

- Hot water only
- Cold water only
- Both hot and cold

**6. Do you already have any pressure control devices installed?**

- Pressure-reducing valve (PRV)
- Booster pump
- Expansion vessel
- None / unsure

**7. When does the issue occur most often?**

- All the time
- Only during high demand (multiple taps/showers)
- Intermittent / random

- 8. Would you like system balancing or a permanent upgrade?**
    - One-time balancing & calibration
    - Full pressure management system
    - Recommendation after inspection
  - 9. Do you require certification or report for landlord or compliance?**
    - Yes
    - No
  - 10. Access to main stopcock and pipework available?**
    - Yes – easy access
    - Yes – limited space
    - No – needs locating
- 

## **Booster & Filtration Systems**

- 1. What is your main objective?**
  - Increase water pressure
  - Improve water quality
  - Both pressure & filtration
- 2. Which areas will the system serve?**
  - Whole property
  - Bathrooms only
  - Kitchen only
  - Specific outlets (e.g. showers)
- 3. What type of property or setup?**
  - Apartment / flat
  - Villa / detached home
  - Commercial or multi-unit building
- 4. Do you currently have any booster or filtration equipment installed?**
  - Yes – booster pump only
  - Yes – filtration only
  - Both
  - None
- 5. Preferred booster type (if known):**
  - Inline booster pump
  - Tank-fed booster set
  - Mains pressure booster
  - Not sure – need advice

6. **Preferred filtration type:**
- Whole-house filter
  - Under-sink drinking water filter
  - Reverse osmosis system
  - Water softener
  - Not sure
7. **Expected daily water usage level:**
- Low (1–2 occupants)
  - Medium (3–5 occupants)
  - High (6+ occupants or commercial use)
8. **Water source:**
- Mains supply
  - Private well / borehole
  - Tank-fed system
9. **Is electrical supply available near installation area?**
- Yes – dedicated circuit available
  - Yes – nearby socket
  - No – needs electrical setup
10. **Preferred installation location:**
- Utility room
  - Plant room / basement
  - Roof or external housing
  - Not decided
11. **Do you need regular servicing or maintenance contract?**
- Yes – ongoing service plan
  - No – one-time installation
  - Maybe – want quote options
12. **Would you like monitoring or smart control options?**
- Yes – remote monitoring / app control
  - No – manual operation
- 

## 2. Heating Systems

### Gas & Oil Boilers

1. **What type of boiler do you need installed or serviced?**
- Gas boiler
  - Oil boiler
  - LPG boiler

- Unsure – need advice
2. **Is this a new installation or replacement?**
- Brand new installation
  - Replacement of existing boiler
  - System conversion (e.g., oil → gas)
3. **Property type:**
- Apartment / flat
  - House / villa
  - Commercial or hospitality property
4. **What size or output rating is required?**
- Small (up to 24kW, 1–2 bedrooms)
  - Medium (25–35kW, 3–4 bedrooms)
  - Large (36kW+, multi-bathroom or commercial)
  - Unsure – need assessment
5. **What heating system does it serve?**
- Radiators
  - Underfloor heating
  - Both
  - Not connected yet
6. **Preferred boiler brand or type:**
- Vaillant / Worcester Bosch
  - Baxi / Ideal / Ariston
  - Grant / Firebird (oil systems)
  - No preference
7. **Location for boiler installation:**
- Kitchen cupboard
  - Utility room
  - Garage or outdoor housing
  - Plant room / basement
8. **Do you require a flue or venting system upgrade?**
- Yes – new flue
  - Yes – reroute or extend
  - No – existing one suitable
9. **Do you also need new controls or thermostat?**
- Yes – smart thermostat (e.g., Nest, Hive)
  - Yes – standard wall control
  - No – use existing controls
10. **Do you need removal of an old boiler or tank?**
- Yes – remove & dispose

- Yes – disconnect only
- No – new system

**11. Preferred service level:**

- Supply & install
- Labour only (materials provided)
- Service / safety inspection

**12. Do you need certification (e.g., gas safety, landlord)?**

- Yes
  - No
- 

## Electric Water Heaters

**1. What type of electric water heater do you require?**

- Instant (on-demand) water heater
- Storage cylinder heater
- Point-of-use / under-sink heater
- Not sure

**2. Purpose of installation:**

- Replace existing system
- Add new secondary heater
- New build / first installation

**3. What areas need hot water supply?**

- Single outlet (sink/shower)
- Bathroom & kitchen
- Whole property
- Commercial washroom

**4. Approximate capacity required:**

- Small (10–30L)
- Medium (50–150L)
- Large (150L+)
- Unsure – need advice

**5. Where will the heater be installed?**

- Wall-mounted in kitchen/bathroom
- Utility or plant room
- Loft / ceiling void
- Outdoor / external housing

**6. Is an electrical circuit already available?**

- Yes – dedicated high-power circuit
- Yes – standard connection
- No – needs new supply

**7. Do you want timer or smart control functionality?**

- Yes – smart / app-based control
- Yes – manual timer
- No – simple on/off

**8. Do you need removal of old heater or tank?**

- Yes – remove existing unit
- No – new install only

**9. Water source feeding the heater:**

- Direct mains
- Tank-fed
- Unsure

**10. Preferred service scope:**

- Supply & install
  - Labour only
  - Maintenance / replacement
- 



## **Underfloor Heating (Wet & Electric)**

**1. Which type of underfloor system do you need?**

- Electric heating mats or cables
- Water-based (wet) system
- Not sure – need advice

**2. What stage is your project at?**

- New build
- Renovation / retrofit
- Partial upgrade

**3. Which areas require underfloor heating?**

- Whole property
- Bathrooms only
- Living spaces / kitchen
- Other (garage, office, etc.)

**4. Floor type or finish:**

- Tile or stone

- Wood / laminate
- Carpet / vinyl
- Mixed surfaces

**5. Subfloor condition:**

- Concrete slab
- Timber joists
- Suspended floor
- Unsure

**6. Required heating coverage:**

- Up to 10 m<sup>2</sup>
- 10–30 m<sup>2</sup>
- 30–60 m<sup>2</sup>
- 60 m<sup>2</sup>+

**7. Preferred control type:**

- Manual thermostat
- Programmable digital control
- Smart/app-controlled system

**8. Existing heating system integration:**

- Connect to boiler / manifold
- Connect to heat pump
- Standalone electric system

**9. Insulation layer required beneath heating?**

- Yes – install new insulation board
- No – already installed
- Unsure

**10. Floor height restrictions to consider?**

- Yes – minimal build-up needed
- No – flexible height allowance

**11. Preferred service:**

- Full design & installation
- Supply & assist install
- Labour only

**12. Would you like a performance or efficiency assessment?**

- Yes – energy & heat-loss check
- No – standard installation

•



## Radiator Installation & Balancing

- 1. What type of service do you need?**
  - New radiator installation
  - Replacement of old radiators
  - System balancing / pressure adjustment
  - Full heating system upgrade
  
- 2. How many radiators are involved?**
  - 1–2
  - 3–5
  - 6–10
  - 10+
  
- 3. Type of radiator required:**
  - Standard panel radiator
  - Designer / vertical radiator
  - Towel rail / bathroom radiator
  - Column / cast iron style
  
- 4. Heating system type:**
  - Gas or oil boiler system
  - Heat pump system
  - Electric system
  - Not sure
  
- 5. Preferred finish or colour:**
  - White (standard)
  - Anthracite / black
  - Chrome / stainless
  - Custom colour
  
- 6. Pipework configuration:**
  - Existing connections in place
  - Needs new pipework
  - Rerouting or relocation required
  
- 7. Do you need radiator valves replaced or upgraded?**
  - Yes – thermostatic valves (TRVs)
  - Yes – manual valves
  - No, reuse existing
  
- 8. Are you experiencing uneven heat or cold spots?**
  - Yes – system balancing required
  - Yes – some radiators not heating
  - No – all working evenly
  
- 9. Is flushing or cleaning required before installation?**
  - Yes – full system flush
  - Partial clean / power flush

No – recently serviced

**10. Do you require supply and installation or labour only?**

- Supply & install
- Labour only
- Advice only

**11. Property occupied during works?**

- Yes – need minimal disruption
  - No – vacant property
- 

## Heat Pump Integration

**1. What type of heat pump are you considering?**

- Air-source heat pump (ASHP)
- Ground-source heat pump (GSHP)
- Water-source heat pump
- Not sure – need advice

**2. What's the purpose of integration?**

- Replace existing boiler
- Supplement current system (hybrid setup)
- New build installation

**3. Property type:**

- Apartment / flat
- House / villa
- Commercial or hospitality property

**4. What heating systems will it connect to?**

- Radiators
- Underfloor heating
- Both
- Unsure

**5. Do you already have a compatible cylinder or buffer tank?**

- Yes – already installed
- No – need new tank
- Unsure

**6. Do you want hot water integration as well?**

- Yes – domestic hot water
- No – heating only

Maybe – want cost comparison

**7. Existing system to integrate with:**

- Gas / oil boiler
- Solar PV / thermal
- None – standalone system

**8. Is planning permission or external placement a concern?**

- Yes – limited space / noise restriction
- No – open area available
- Not sure

**9. Do you require an energy efficiency assessment?**

- Yes – full site survey
- Yes – rough estimate only
- No

**10. Control preferences:**

- Smart / app-based
- Manual thermostat
- Programmable timer

**11. Preferred service type:**

- Full design, supply & install
- Supply & assist install
- Labour only

**12. Is this part of a renewable energy project?**

- Yes – solar & sustainability project
- No – heating upgrade only



## System Flushing & Descaling

**1. What type of system needs flushing?**

- Central heating (radiators / boiler)
- Underfloor heating
- Hot water cylinder / coil
- Multiple systems

**2. Why is flushing or descaling required?**

- Poor heating performance
- Cold spots in radiators
- Noisy pipes or boiler

- Routine maintenance
- 3. How old is the heating system?**
- Less than 3 years
  - 3–7 years
  - 8–12 years
  - 12+ years
- 4. Has a power flush been done before?**
- Yes – within last 2 years
  - Yes – over 2 years ago
  - No – first time
  - Unsure
- 5. Type of water treatment preferred after flush:**
- Inhibitor protection
  - Magnetic filter installation
  - Scale reducer / softener
  - No treatment required
- 6. Do you also require descaling of water heaters or cylinders?**
- Yes – full descaling
  - Yes – partial (specific appliances)
  - No
- 7. How many radiators or zones are on the system?**
- 1–5
  - 6–10
  - 11–15
  - 16+
- 8. Is the system currently operational?**
- Yes – still heating
  - Yes – intermittent issues
  - No – not working
- 9. Preferred flushing method:**
- Chemical flush
  - Power flush
  - Manual drain & refill
  - Unsure – need recommendation
- 10. Would you like before/after flow testing or certification?**
- Yes – full system report
  - Yes – basic results only
  - No report needed

**11. Access to mains water and drainage available?**

- Yes – easy access
- Yes – limited
- No – needs setup

**12. Preferred service schedule:**

- Urgent (within a week)
- Planned maintenance
- Combine with heating upgrade

•

**3. Repairs & Emergency Services**



## **Leak Detection & Pipe Repair**

**1. Where is the suspected leak located?**

- Kitchen
- Bathroom
- Utility room
- Garden or external area
- Not sure

**2. Is the leak visible or hidden?**

- Visible (water dripping or pooling)
- Hidden (pressure loss or damp signs only)
- Not sure

**3. What type of pipework is affected?**

- Hot water
- Cold water
- Heating circuit
- Waste pipe
- Unknown

**4. Material of the existing pipe (if known):**

- Copper
- Plastic (PEX or push-fit)
- Steel or lead
- Not sure

**5. How severe is the leak?**

- Minor – slow drip or damp area
- Moderate – visible water pooling
- Major – flooding or continuous flow

**6. Has the water supply been turned off?**

- Yes

- No – unable to locate stopcock
- No – water still running

**7. Do you suspect any water damage to flooring or walls?**

- Yes – visible damage
- Possibly – damp smell or discolouration
- No visible damage

**8. Do you require leak detection equipment (thermal/camera)?**

- Yes – hidden leak
- No – leak is visible
- Not sure

**9. Property type:**

- Apartment / flat
- House / villa
- Commercial / hospitality

**10. Urgency of the job:**

- Emergency – immediate attendance
- Within 24 hours
- Flexible / scheduled repair



## Burst or Frozen Pipe Response

**1. Type of issue:**

- Burst pipe (active leak)
- Frozen pipe (no flow)
- Both

**2. Pipe location:**

- Indoors
- Outdoors / garden
- Loft / attic
- Underground

**3. Has the water supply been isolated?**

- Yes – supply off
- No – can't locate valve
- No – still running

**4. Is there visible flooding or water damage?**

- Yes – major leak
- Minor – contained area

None yet

**5. Pipe material:**

- Copper
- Plastic (PEX)
- Lead / steel
- Unknown

**6. Heating system affected?**

- Yes – no hot water / heating
- No – just supply pipes
- Unsure

**7. Access to affected area:**

- Easy access
- Concealed behind wall/floor
- Difficult (loft/crawl space)

**8. Do you need drying or restoration services after repair?**

- Yes – dehumidifying & drying
- No – plumbing only
- Not sure yet

**9. How urgent is the response?**

- Immediate (emergency)
- Within 24 hours
- Scheduled repair

**10. Property type:**

- Residential home
  - Apartment / complex
  - Commercial / industrial
- 



## Blocked Drains or Toilets

**1. Where is the blockage located?**

- Toilet
- Sink / basin
- Shower / bath
- Outdoor drain
- Unsure

**2. How severe is the blockage?**

- Slow draining only

- Standing water / partial blockage
- Fully blocked / overflowing

**3. Have you tried any methods to clear it?**

- Yes – plunger / chemicals
- Yes – temporary fix worked
- No – left untouched

**4. Is this a one-time issue or recurring problem?**

- One-time blockage
- Happens occasionally
- Frequent issue (ongoing)

**5. Is the blockage internal or external?**

- Internal (inside property)
- External (outside drains / manholes)
- Not sure

**6. Any foul odours or backflow?**

- Yes – noticeable smell
- Yes – wastewater backing up
- No

**7. Number of fixtures affected:**

- One
- Two or three
- Whole property

**8. Access to drain covers or inspection points:**

- Easy access
- Limited / hidden
- Unknown

**9. Preferred service type:**

- Drain unblocking only
- CCTV drain survey
- Full drain cleaning

**10. Urgency of the problem:**

- Emergency (overflowing / unusable)
- Within 24 hours
- Routine maintenance



## Tap & Valve Replacements

**1. What needs replacing or repairing?**

- Kitchen tap
- Bathroom basin tap
- Shower valve or mixer
- Isolation or stop valve

**2. Reason for replacement:**

- Leaking / dripping
- Broken or stiff handle
- Cosmetic upgrade
- Low pressure or poor flow

**3. Number of taps/valves affected:**

- 1
- 2–3
- 4+

**4. Type of system connection:**

- Standard (compression or push-fit)
- Wall-mounted
- Concealed or mixer system
- Unsure

**5. Are new fittings supplied?**

- Yes – I have purchased them
- No – need supply & fit
- Not yet decided

**6. Material or finish preference:**

- Chrome
- Black / matte
- Brass / gold
- No preference

**7. Do you also need valves isolating or relocating?**

- Yes
- No
- Unsure

**8. Any access restrictions (e.g., behind tiles or unit)?**

- Yes – limited access
- No – open area
- Unsure

**9. Water system type:**

- Mains pressure
- Gravity-fed
- Combi boiler

Unsure

**10. Preferred appointment type:**

- Urgent (same or next day)
  - Scheduled maintenance
  - Combine with other plumbing work
- 

## Hot Water System Faults

**1. What's the main issue?**

- No hot water
- Intermittent heating
- Temperature too low
- Strange noises or pressure issues

**2. System type:**

- Combi boiler
- Unvented cylinder
- Tank-fed system
- Electric water heater

**3. Is heating (radiators) also affected?**

- Yes
- No
- Not applicable

**4. How long has the issue been present?**

- Less than 24 hours
- 2–3 days
- Over a week

**5. Have you noticed any leaks or drips near the unit?**

- Yes
- No
- Unsure

**6. Any error codes or warning lights showing?**

- Yes – code visible
- No – system dead
- Not sure

**7. Water pressure reading (if known):**

- Below 1 bar
- Normal (1–2 bar)

- Above 2 bar
- Don't know

**8. Power source:**

- Gas
- Electric
- Oil / other

**9. Have you had recent plumbing or heating work done?**

- Yes – recently serviced or changed
- No – no recent work
- Not sure

**10. Preferred service:**

- Fault diagnosis only
- Diagnosis & repair
- Full system replacement quote

**11. Urgency:**

- Emergency (no hot water)
- Within 24 hours
- Routine inspection

•

## **4. Drainage & Waste Systems**

### Internal Waste Routing

**1. Type of project:**

- New build installation
- Renovation / refit
- Repair or reroute existing system

**2. Which fixtures require waste connections?**

- Kitchen sink / dishwasher
- Bathroom basin / shower / bath
- Toilet or bidet
- Utility or washing machine

**3. Number of waste outlets to connect:**

- 1–2
- 3–5
- 6+

**4. Floor levels involved:**

- Ground floor only
- Multiple floors

- Basement or raised floor

**5. Pipe route type:**

- Concealed within walls or floors
- Exposed (surface-mounted)
- Combination of both

**6. Pipe size or material preference:**

- Standard PVC
- Cast iron
- Acoustic or high-spec system
- No preference

**7. Does the job involve core drilling or wall penetration?**

- Yes – new route needed
- No – existing openings available
- Unsure

**8. Any specific gradient or flow issues to correct?**

- Yes – slow drainage / backflow
- Yes – incorrect fall or trap issues
- No issues

**9. Are you providing drawings or plans?**

- Yes – detailed plan
- Sketch only
- No – need design advice

**10. Preferred service:**

- Full design & install
  - Labour only
  - Consultation & layout check
- 



## External Drain Installations

**1. Purpose of the installation:**

- New drainage for property or extension
- Replacement of old or damaged drains
- Upgrade / capacity increase
- Rainwater management

**2. Drain type required:**

- Foul waste (to sewer)
- Surface water (rain / roof)

- Combined system
- Not sure

**3. Pipe material preference:**

- PVC / plastic
- Clay
- Concrete
- No preference

**4. Approximate drainage length:**

- Under 10m
- 10–30m
- 30–60m
- 60m+

**5. Does the system connect to:**

- Main sewer
- Septic tank
- Soakaway / French drain
- Not yet decided

**6. Is excavation or reinstatement required?**

- Yes – digging required
- No – existing trench available
- Unsure

**7. Access and ground conditions:**

- Open soil / garden
- Driveway or hard surface
- Restricted access or slope

**8. Additional features:**

- Inspection chambers / manholes
- Drain covers or gullies
- Backflow prevention
- None

**9. Do you require a CCTV drain survey or test?**

- Yes – before or after install
- No
- Maybe – need recommendation

**10. Preferred service scope:**

- Supply & install
- Labour only
- Design & inspection



## Septic Tank Connections

1. **What type of property is this for?**

- Residential home
- Rural / off-grid property
- Commercial / hospitality

2. **Type of septic tank system:**

- Existing tank connection
- New tank installation
- Replacement / upgrade

3. **Connection required for:**

- Full property drainage
- Single unit or extension
- Outbuilding or guest house

4. **Tank material or type:**

- Concrete
- Plastic / fiberglass
- Not sure

5. **Distance from property to tank:**

- Less than 10m
- 10–30m
- Over 30m
- Unsure

6. **Will excavation or trenching be needed?**

- Yes – full new trench
- Yes – partial connection
- No – existing route

7. **Discharge type:**

- Soakaway field
- Pumped outlet
- Gravity outlet
- Not sure

8. **Existing tank condition:**

- Recently serviced
- Needs cleaning / inspection
- Unknown

**9. Access for machinery or digger:**

- Yes – full access
- Partial / tight access
- No – manual work only

**10. Do you require environmental or compliance certification?**

- Yes
- No
- Not sure

**11. Preferred service:**

- Full design & install
  - Connection only
  - Inspection & report
- 

## Greywater Systems

**1. What's the intended use for the greywater?**

- Garden irrigation
- Toilet flushing
- Laundry or cleaning
- Mixed / whole-house system

**2. Property type:**

- Residential home
- Commercial / hospitality
- Off-grid / eco-home

**3. Water source to be recycled:**

- Showers & baths
- Sinks & basins
- Washing machines
- Combination

**4. System type preferred:**

- Gravity-fed
- Pumped filtration
- Underground storage tank
- Not sure

**5. Approximate capacity or scale:**

- Small (under 200L/day)
- Medium (200–500L/day)
- Large (500L+/day)

Unsure

**6. Will this connect to existing drainage?**

- Yes – parallel to main drain
- No – standalone system
- Not sure

**7. Do you require filtration or treatment unit?**

- Yes – biofilter / UV system
- Yes – basic sediment filter
- No filtration required

**8. Water storage preference:**

- Above ground tank
- Below ground tank
- No storage – direct use

**9. Do you want system monitoring or smart control?**

- Yes – automated monitoring
- No – manual operation

**10. Purpose of installation:**

- Environmental / sustainability project
- Reduce water costs
- Regulation compliance



## Pump Chambers & Sump Systems

**1. Purpose of the system:**

- Wastewater lifting / pumping
- Stormwater or basement drainage
- Groundwater or flood prevention
- Combined system

**2. Installation type:**

- New system
- Replacement
- Service / repair

**3. Location of chamber or sump:**

- Basement or cellar
- External ground level
- Below driveway or courtyard

**4. Approximate pumping distance or head height:**

- Under 3m
- 3–6m
- 6–10m
- 10m+
- Unsure

**5. Pump type preference:**

- Single pump
- Twin pump with alarm
- Grinder pump
- Not sure

**6. Power source:**

- Standard electrical supply
- Battery backup required
- Not connected yet

**7. Do you need float switches or level alarms?**

- Yes – high-level alarm
- Yes – dual float system
- No alarm needed

**8. Access to discharge point (sewer or drain):**

- Easy access
- Limited / needs extension
- Not yet installed

**9. Maintenance plan required?**

- Yes – quarterly service
- Yes – annual maintenance
- No – one-time install

**10. Preferred chamber material:**

- Polyethylene / plastic
- Concrete
- Stainless steel
- No preference

**11. Do you require remote monitoring or alert system?**

- Yes – smart alarm
- No – local alarm only

**12. Urgency or project stage:**

- Emergency replacement
- Planned installation
- Design & quote stage

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## 5. Bathroom & Kitchen Fit-Outs

### Sink, Tap & Fixture Installations

#### 1. What type of installation is required?

- New installation (no previous sink)
- Replacement of old fixtures
- Repair or reseal existing unit

#### 2. Which fixtures need installation?

- Basin tap & waste
- Vanity unit with sink
- Wall-mounted basin
- Countertop sink
- Multiple items

#### 3. Are new fixtures already supplied?

- Yes – I have them ready
- No – please supply & fit
- Not yet decided

#### 4. Material or finish preference:

- Chrome
- Matte black
- Brass / gold
- Stainless steel
- No preference

#### 5. What type of tap system is required?

- Mixer tap (single outlet)
- Separate hot & cold taps
- Wall-mounted mixer
- Sensor or smart tap

#### 6. Waste & drainage setup:

- Existing waste connection ready
- Needs new waste pipe
- Unsure

#### 7. Do you require isolation valves fitted or replaced?

- Yes – install new valves
- No – existing ones fine
- Not sure

**8. Type of countertop or basin mount:**

- Ceramic / porcelain
- Stone / marble
- Composite or other
- Not yet installed

**9. Any access or installation challenges?**

- Tight vanity space
- Concealed pipework
- None

**10. Preferred appointment timing:**

- Urgent (within 48 hours)
  - Within a week
  - Scheduled renovation date
- 



## Bath, Shower & Wet Room Systems

**1. What type of installation or repair is required?**

- New installation
- Replacement of existing unit
- Repair or reseal only

**2. Which system are you working on?**

- Bath
- Shower enclosure
- Walk-in shower
- Wet room

**3. Shower/bath water system type:**

- Mains pressure / combi boiler
- Gravity-fed
- Pumped shower system
- Not sure

**4. Do you require a new waste or trap connection?**

- Yes – new route needed
- No – existing connection usable
- Unsure

**5. Shower or bath fittings required:**

- Mixer shower / thermostatic
- Digital or smart shower
- Bath filler or freestanding tap

- Electric shower
6. **Are wall or floor finishes complete?**
- Yes – ready for install  
 No – still under construction  
 Unsure
7. **Any tiling or waterproofing required?**
- Yes – full waterproofing / tanking  
 Yes – partial tiling / reseal  
 No – plumbing only
8. **Glass screen or enclosure required?**
- Yes – supply & install  
 No – open shower area  
 Already installed
9. **Drainage type or fall direction:**
- Linear drain  
 Center waste  
 Raised tray with trap  
 Not decided
10. **Do you need a water pressure check before installation?**
- Yes – test required  
 No – confident with pressure  
 Not sure
11. **Additional heating elements required?**
- Yes – towel rail or underfloor heating  
 No
12. **Preferred service type:**
- Full design, supply & install  
 Supply & fit  
 Labour only
- 



## Toilet Installation & Repair

1. **What type of service do you need?**
- New toilet installation  
 Replacement of existing toilet  
 Repair or reseal only

- 2. Toilet style or design:**
  - Close-coupled (standard)
  - Wall-hung
  - Back-to-wall / concealed cistern
  - Smart / bidet toilet
- 3. Water inlet connection:**
  - Existing supply accessible
  - Requires new pipe feed
  - Unsure
- 4. Waste outlet position:**
  - Horizontal (rear outlet)
  - Vertical (floor outlet)
  - Offset / corner connection
  - Not sure
- 5. Is the cistern type known?**
  - Exposed / visible cistern
  - Concealed / in-wall
  - Not sure
- 6. Are fixtures and fittings supplied?**
  - Yes – all ready
  - No – need supply & fit
  - Partially
- 7. Any leaks or flushing issues to address?**
  - Yes – constant running water
  - Yes – weak flush
  - No – installation only
- 8. Access or installation condition:**
  - Tight / enclosed space
  - Standard open access
  - Requires wall removal / boxing
- 9. Do you require floor resealing or silicone finish?**
  - Yes – reseal floor or wall
  - No – just plumbing connection
- 10. Preferred service timing:**
  - Urgent repair (same or next day)
  - Within a week
  - Scheduled project date
- 11. Would you like water-saving or dual-flush options?**
  - Yes

- No
- Not sure

**12. Old toilet removal required?**

- Yes – remove & dispose
- No – I'll handle removal

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## Water Softener Systems

**1. What is the main reason for installing a softener?**

- Hard water / limescale buildup
- Appliance protection
- Drinking water quality
- General home upgrade

**2. Is this a new installation or replacement?**

- New installation
- Replacement of existing unit
- Service or regeneration issue

**3. Property size or water usage:**

- Small (1–2 occupants)
- Medium (3–5 occupants)
- Large (6+ occupants / commercial)

**4. Preferred softener type:**

- Salt-based (ion exchange)
- Salt-free / conditioner
- Reverse osmosis system
- Not sure – need recommendation

**5. Where will the system be located?**

- Under kitchen sink
- Utility room
- Garage / basement
- External housing

**6. Water source feeding the softener:**

- Mains supply
- Tank-fed system
- Not sure

**7. Do you require a dedicated drinking water tap (bypass)?**

- Yes – filtered cold tap
- No – all softened water

Not sure

**8. Electrical supply available nearby?**

- Yes – socket next to unit
- No – needs new power point
- Not sure

**9. Drain or overflow connection available?**

- Yes – ready
- No – needs installing
- Unsure

**10. Preferred service level:**

- Supply & install
- Labour only (I'll provide unit)
- Servicing or regeneration check

**11. Would you like system monitoring or smart connectivity?**

- Yes – app monitoring
- No – manual system

**12. Do you require a water hardness test before installation?**

- Yes – please test
- No – already measured
- Not sure

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## Appliance Plumbing (Dishwasher, Washing Machine, Fridge, etc.)

**1. Which appliances need connecting?**

- Dishwasher
- Washing machine
- American fridge/freezer (ice/water)
- Multiple appliances

**2. Is this a new installation or replacement?**

- New connection point required
- Replace existing appliance
- Reconnect after renovation

**3. Do you have existing pipework and valves in place?**

- Yes – ready for connection
- Partially – needs extending or relocating

No – new pipework required

**4. Where are the appliances located?**

- Kitchen
- Utility room
- Garage / outbuilding

**5. Is the appliance built-in or freestanding?**

- Built-in / integrated
- Freestanding
- Not yet installed

**6. Do you require waste pipe connections or extensions?**

- Yes – new waste point
- Yes – extend existing
- No – already suitable

**7. Is the appliance supplied and on-site?**

- Yes – ready for fitting
- No – waiting delivery
- Not purchased yet

**8. Electrical socket available nearby?**

- Yes – within 1m
- No – needs new supply
- Not sure

**9. Do you need appliance isolation valves fitted?**

- Yes – for both hot & cold feeds
- Yes – cold feed only
- No – existing valves fine

**10. Any tight access or cabinetry to remove?**

- Yes – integrated behind panels
- No – open space
- Unsure

**11. Do you require leak testing after installation?**

- Yes – full test & inspection
- No – basic check only

**12. Preferred service:**

- Supply & install
- Install only
- Disconnect & reinstall

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# AIR CONDITIONING & CLIMATE CONTROL SERVICES

## 1. Air Conditioning Installation

### 1. Wall-Mounted Split Systems

1. What type of property is this installation for?  
 Apartment / Flat  
 Villa / House  
 Commercial unit  
 Office space
  
2. How many indoor units do you need installed?  
 1  
 2–3  
 4–6  
 More than 6
  
3. What is the estimated room size (for each unit)?  
 Up to 15 m<sup>2</sup>  
 15–30 m<sup>2</sup>  
 30–50 m<sup>2</sup>  
 Over 50 m<sup>2</sup>
  
4. Do you already have pipework and electrical feeds in place?  
 Yes, existing system replacement  
 Partially — may need new connections  
 No, full new installation
  
5. What is the wall type where the unit will be mounted?  
 Plasterboard / stud  
 Brick / block  
 Concrete  
 Unsure
  
6. Where will the outdoor condenser unit be located?  
 Directly behind the wall unit  
 On roof or terrace  
 On ground outside  
 Other / unsure
  
7. What distance between indoor and outdoor unit (approx.)?  
 Under 5 m  
 5–10 m

- Over 10 m
8. Do you require supply of equipment or installation only?  
 Supply & install  
 Installation only (equipment provided)
9. Do you need removal of an old unit?  
 Yes  
 No
10. Preferred system brand (if any)?  
 Daikin  
 Mitsubishi  
 LG / Samsung  
 Any / best value
- 

## 2. Multi-Split & Ducted Systems

1. What type of property?  
 Residential home  
 Apartment / flat  
 Office / commercial  
 Hospitality (bar, hotel, etc.)
2. How many rooms or zones need cooling?  
 2–3  
 4–6  
 7–10  
 More than 10
3. Ceiling or wall space available for ductwork?  
 Yes, accessible ceilings  
 Limited space  
 None (alternative needed)
4. Do you already have ducts installed?  
 Yes  
 No  
 Unsure
5. Type of unit preferred:  
 Multi-split (individual indoor units)  
 Fully ducted system

6. What type of building structure?  
 Single-storey  
 Multi-storey  
 Mixed (villa with basement/attic)
  7. Where is the outdoor condenser planned to go?  
 Ground level  
 Roof / terrace  
 Service room / mechanical area
  8. Is there an existing AC system to replace?  
 Yes, upgrade or replacement  
 No, new installation
  9. Desired temperature control setup:  
 Central thermostat  
 Separate room controls  
 Smart / app-based
  10. Do you require both cooling & heating (heat pump)?  
 Yes  
 Cooling only
- 

### 3. Ceiling Cassette Units

1. Property type:  
 Commercial / retail  
 Office  
 Residential  
 Restaurant / hospitality
2. Ceiling type and height:  
 Suspended (tile) ceiling  
 Solid plasterboard  
 High ceiling (over 3 m)
3. How many cassette units are required?  
 1  
 2–4  
 5 or more
4. Approximate area per unit:  
 Up to 25 m<sup>2</sup>  
 25–50 m<sup>2</sup>

- 50–100 m<sup>2</sup>
- Over 100 m<sup>2</sup>

5. Is ceiling access available for installation?
  - Yes, easy access
  - Partial access
  - Difficult or restricted
6. Will pipework and drain routes be newly installed or existing?
  - Existing routes can be reused
  - New routes required
7. Is a condensate pump needed (no gravity drain)?
  - Yes
  - No
  - Unsure
8. Do you need supply of the unit(s)?
  - Supply & install
  - Install only
9. Preferred brand or specification?
  - Daikin
  - Mitsubishi Electric
  - Toshiba / Panasonic
  - Any suitable
10. What's the installation environment?
  - Daytime business (need out-of-hours work)
  - Empty property / flexible timing



## 4. Portable & Concealed Units

1. What system type are you interested in?
  - Portable plug-in AC
  - Concealed wall/ceiling unit (built-in)
  - Not sure — need advice
2. Is this for temporary or permanent use?
  - Temporary (event / rental)
  - Permanent installation
3. Room or space size?
  - Up to 15 m<sup>2</sup>

- 15–30 m<sup>2</sup>
- 30–50 m<sup>2</sup>
- Over 50 m<sup>2</sup>

4. Do you have existing duct or vent openings?
  - Yes
  - No
5. Will the unit connect to an external vent?
  - Yes
  - No
  - Unsure
6. Where will the condenser or exhaust outlet go?
  - Window vent
  - External wall
  - Roof / attic
  - Other
7. Do you need assistance with concealment / boxing-in design?
  - Yes
  - No
8. Preferred installation area?
  - Bedroom
  - Living room
  - Office / workspace
  - Whole property
9. Power supply available nearby?
  - Standard socket
  - Dedicated circuit
  - Not yet installed
10. Need heating function too (reverse cycle)?
  - Yes
  - No



## 5. Zoned Cooling Systems

1. How many temperature zones are required?
  - 2
  - 3–4

- 5 or more
2. Property type:
- Apartment
  - Villa / house
  - Commercial building
  - Hotel or multi-room property
3. Do you already have ducting in place?
- Yes
  - No
  - Unsure
4. Control method preferred:
- Manual thermostats
  - Smart / app-based controls
  - Central touchscreen panel
5. Will each zone require separate units or shared ducts with dampers?
- Separate units
  - Shared duct system with zoning controls
  - Not sure yet
6. Do you want heating integration (heat pump)?
- Yes
  - No
7. Do you have an existing system to integrate with?
- Yes, partial upgrade
  - No, full new install
8. Typical ceiling or access conditions:
- Drop ceiling
  - Solid / concrete
  - Mixed or limited
9. What is your main goal?
- Energy efficiency
  - Quiet operation
  - Independent room control
  - All of the above
10. Approximate installation timing:
- Within 2 weeks
  - 1–2 months
  - 3+ months (planning stage)

## 2. Ventilation & Extraction



### 1. MVHR (Mechanical Ventilation with Heat Recovery)

1. What type of property is this for?  
 New build  
 Renovation  
 Existing property retrofit  
 Commercial / office
  
2. Approximate property size:  
 Under 100 m<sup>2</sup>  
 100–200 m<sup>2</sup>  
 200–400 m<sup>2</sup>  
 Over 400 m<sup>2</sup>
  
3. Number of rooms to be served by the MVHR system:  
 Up to 4  
 5–8  
 9–12  
 More than 12
  
4. What stage is the property currently at?  
 Planning / design  
 First fix (accessible)  
 Finished property (retrofit)
  
5. Ceiling or void space available for ducting?  
 Yes, plenty of space  
 Limited ceiling void  
 Surface-mounted option needed
  
6. Location for MVHR unit:  
 Loft / ceiling void  
 Utility room  
 Plant room  
 Other / unsure
  
7. Do you already have ducts installed?  
 Yes, partially  
 No, new system needed

Unsure

8. Is heat recovery a key requirement?

- Yes, for energy efficiency
- No, ventilation only
- Open to advice

9. Preferred control system:

- Manual switches
- Smart / app-based
- Automatic humidity/CO<sub>2</sub> sensors

10. Project timeline:

- Immediate
- Within 1–2 months
- Planning / design phase

---

## 2. Kitchen & Bathroom Extract Fans

1. What room(s) need extraction?

- Bathroom
- Kitchen
- Utility / WC
- Multiple rooms

2. Number of extract fans required:

- 1
- 2–3
- 4+

3. Are you replacing existing fans or installing new ones?

- Replacing existing
- New installation

4. Type of wall or ceiling where the fan will be mounted:

- Plasterboard ceiling
- Solid wall
- Window-mounted
- Unsure

5. Extract route:

- Straight to outside wall
- Through duct to roof/vent

Unsure

6. Preferred fan type:

- Standard on/off
- Humidity sensor fan
- Timer fan
- Silent / low-noise

7. Power supply available?

- Yes, existing wiring
- No, needs new feed
- Unsure

8. Are grills or vents already fitted externally?

- Yes
- No

9. Do you require supply of fans or installation only?

- Supply & install
- Install only

10. Property access for works:

- Easy access
- Ladder / roof access needed
- Restricted (small bathroom, etc.)



### 3. Ductwork Installation & Balancing

1. What type of system is the ductwork for?

- HVAC / air conditioning
- MVHR
- Extraction only
- Custom / industrial

2. Is this a new installation or modification?

- New duct system
- Modify or balance existing ducts

3. Ducting material preferred:

- Rigid metal
- Flexible duct
- Plastic / PVC
- Unsure

4. Approximate total duct length required:  
 Under 10 m  
 10–30 m  
 30–60 m  
 Over 60 m
  
  5. Ceiling or floor access for duct routes?  
 Easy ceiling access  
 Concealed / limited  
 No access (surface mount needed)
  
  6. Will fire dampers or insulation be needed?  
 Yes  
 No  
 Unsure
  
  7. Is airflow testing or balancing required after install?  
 Yes, certified testing  
 Basic balancing only  
 Not needed
  
  8. Do you need extraction grilles / diffusers supplied?  
 Yes  
 No  
 Only install existing
  
  9. Project environment:  
 Residential  
 Commercial / industrial
  
  10. Job stage:  
 Planning / design  
 Ongoing construction  
 Retrofit
- 



## 4. Commercial Extraction Systems

1. What type of business or facility is this for?  
 Restaurant / kitchen  
 Factory / warehouse  
 Retail / office  
 Other commercial

2. What type of extraction system is needed?  
 Kitchen canopy & duct system  
 Industrial dust or fume extraction  
 General air circulation / ventilation
  
3. Approximate extraction area size:  
 Under 50 m<sup>2</sup>  
 50–150 m<sup>2</sup>  
 150–300 m<sup>2</sup>  
 Over 300 m<sup>2</sup>
  
4. Required airflow volume (if known):  
 Under 1,000 m<sup>3</sup>/h  
 1,000–3,000 m<sup>3</sup>/h  
 Over 3,000 m<sup>3</sup>/h  
 Unsure
  
5. Are existing ducts, hoods, or fans in place?  
 Yes, upgrade or replace  
 No, full new system
  
6. What type of filter or treatment system is required?  
 Grease filters  
 Carbon filters  
 Electrostatic or HEPA  
 Unsure
  
7. Do you need design drawings or certification?  
 Yes, full design  
 Basic install only  
 Not sure yet
  
8. Power supply available?  
 Single-phase  
 Three-phase  
 Not yet installed
  
9. Hours of work permitted on site:  
 Standard daytime  
 Out-of-hours only  
 Flexible
  
10. Timeline for completion:  
 Urgent (within 2 weeks)  
 1–2 months  
 3+ months

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## 5. Filtered Air & Fresh-Air Integration

1. Purpose of system:

- Fresh-air introduction
- Air purification
- Both combined

2. Property type:

- Residential
- Office / retail
- Hospitality / leisure
- Industrial

3. Existing HVAC or extraction system in place?

- Yes, to integrate with
- No, standalone system

4. Type of filtration desired:

- HEPA
- Activated carbon
- Electrostatic
- Basic mesh filter
- Unsure

5. Airflow capacity required:

- Low (single room)
- Medium (small home / office)
- High (multi-zone building)
- Unsure

6. Location of intake/outlet vents:

- Wall-mounted
- Ceiling / ducted
- Roof vent
- Not yet determined

7. Is this to improve air quality or meet regulations?

- Comfort / health
- Compliance / legal
- Both

8. Do you need CO<sub>2</sub> or air-quality sensors included?

- Yes
- No

Optional

9. Control preference:

- Manual
- Smart / automated
- Integrated with existing system

10. Maintenance preference:

- Client will maintain filters
- Technician maintenance plan
- Not sure yet

•

### 3. Maintenance & Servicing



## 1. Filter Cleaning & Gas Pressure Checks

1. Type of air conditioning system:

- Wall-mounted split
- Ducted / multi-split
- Cassette unit
- Portable / other

2. Number of indoor units to service:

- 1
- 2–3
- 4–6
- More than 6

3. When was the last maintenance or cleaning done?

- Within 6 months
- 6–12 months ago
- Over a year ago
- Unsure

4. Do you require filters to be replaced or just cleaned?

- Clean only
- Replace (supply new filters)
- Unsure

5. Are units easily accessible?

- Yes, easy access
- Partial (ladder required)
- Difficult (high or roof-mounted)

6. Property type:

- Residential

- Commercial / office
- Hospitality / retail

7. Do you suspect reduced performance or weak cooling?
  - Yes
  - No
  - Unsure
8. Would you like gas pressure checked and topped up if required?
  - Yes
  - No
9. Preferred service schedule:
  - One-time clean
  - Regular maintenance (every 6 months)
  - Annual service
10. Any specific brands or models to note?
  - Daikin
  - Mitsubishi
  - LG / Samsung
  - Other / mixed systems

---

## 2. Coil & Fan Maintenance

1. What type of unit needs servicing?
  - Wall-mounted split
  - Ceiling cassette
  - Ducted or concealed
  - Outdoor condenser
2. How many units require coil/fan cleaning?
  - 1
  - 2–3
  - 4–6
  - More than 6
3. When was the last internal cleaning performed?
  - Within 6 months
  - 6–12 months ago
  - Over a year ago
  - Never

4. Are you noticing any of the following issues?  
 Weak airflow  
 Strange noises  
 Water dripping / leaks  
 Unpleasant smells  
 None, preventive only
  5. Access to coil/fan areas:  
 Easy (standard wall height)  
 Ladder or scaffolding needed  
 Difficult or restricted
  6. Type of property:  
 Home  
 Office / commercial  
 Restaurant / bar  
 Hotel
  7. Do you need outdoor condenser fins cleaned too?  
 Yes  
 No
  8. Will the system be switched off and accessible during the visit?  
 Yes  
 Not sure / occupied premises
  9. Do you require a full hygiene cleaning with sanitizer?  
 Yes  
 No  
 Optional
  10. Preferred maintenance interval:  
 Every 3 months  
 Every 6 months  
 Once a year
- 



### 3. Leak Detection & Recharge

1. What system type needs inspection?  
 Split wall unit  
 Ducted / multi-split  
 Cassette unit  
 Commercial system

2. What symptoms have you noticed?

- Weak or no cooling
- Ice forming on pipes
- Hissing / bubbling noise
- Water leaking
- High energy use

3. How many indoor units are affected?

- 1
- 2–3
- 4+
- Unsure

4. Has the system been serviced or recharged before?

- Yes, recently
- Yes, over a year ago
- No
- Unsure

5. When did the issue start?

- Last few days
- Within the past month
- Ongoing / long-term issue

6. Is the system accessible for pressure testing?

- Yes
- Partial
- Difficult access

7. Type of refrigerant used (if known):

- R32
- R410A
- R22 (older systems)
- Unsure

8. Do you want a repair and recharge on the same visit if possible?

- Yes
- Diagnose only first

9. Property type:

- Residential
- Commercial / industrial

10. System age (approximate):

- Under 3 years
- 3–7 years
- Over 7 years

Unsure

---

## 4. Full Service Contracts

1. Type of property:
  - Residential (single property)
  - Commercial building
  - Hospitality / hotel
  - Multi-property portfolio
  
2. Number of AC units to cover:
  - 1–3
  - 4–10
  - 10–25
  - 25+
  
3. Unit types included:
  - Split wall units
  - Cassette units
  - Ducted systems
  - Mix of several types
  
4. Desired service frequency:
  - Twice per year
  - Quarterly
  - Monthly inspections
  - Custom schedule
  
5. Scope of cover required:
  - Preventive maintenance only
  - Preventive + breakdown callouts
  - Full parts & labour warranty
  
6. Do you require 24/7 emergency callout cover?
  - Yes
  - No
  - Optional depending on price
  
7. Current maintenance provider:
  - None
  - Existing contract ending soon
  - Looking to change provider

8. Require record-keeping & compliance certificates?

- Yes
- No

9. Access hours for technicians:

- Standard business hours
- Out-of-hours
- Flexible

10. Preferred contract length:

- 6 months
  - 12 months
  - Multi-year agreement
- 

## 5. Energy Efficiency Optimization

1. What is your main goal?

- Lower running costs
- Improve performance
- Environmental efficiency
- All of the above

2. Type of AC system:

- Split
- Multi-split
- Ducted / cassette
- Other / mixed

3. How old are the current units?

- Under 3 years
- 3–7 years
- Over 7 years
- Unsure

4. Have your energy bills increased recently?

- Yes
- No
- Not sure

5. Do you have inverter-driven (variable-speed) units?

- Yes
- No
- Unsure

6. When was the system last serviced or checked?  
 Within 6 months  
 6–12 months ago  
 Over a year ago  
 Never
  7. Do you want a detailed energy audit report?  
 Yes  
 No  
 Optional
  8. Interest in smart control integration?  
 Yes (app / remote control)  
 No  
 Open to recommendation
  9. Areas of concern:  
 Long run times  
 Temperature imbalance  
 High electricity usage  
 Noise or vibration
  10. Would you consider system upgrades or replacements if advised?  
 Yes  
 No  
 Maybe, depends on ROI
- 

#### 4. Climate Control Integration

##### 1. Smart Thermostat Installation

1. What type of heating/cooling system will the thermostat control?  
 Air conditioning only  
 Heating only  
 Combined HVAC system  
 Unsure
2. Do you already have an existing thermostat installed?  
 Yes, want to replace it  
 No, new installation  
 Not sure where it connects
3. Which smart thermostat brand do you prefer (if any)?  
 Nest  
 Hive

- Tado / Honeywell
- No preference

4. How many thermostats or zones do you want installed?

- 1
- 2–3
- 4–6
- More than 6

5. Is your system compatible with Wi-Fi control?

- Yes
- No
- Unsure

6. Would you like the installer to set up the mobile app and connect to Wi-Fi?

- Yes
- No

7. Type of property:

- Apartment / flat
- Villa / house
- Office / commercial
- Other

8. Do you want integration with voice assistants?

- Alexa
- Google Home
- Apple HomeKit
- None

9. Mounting preference for thermostat:

- Wall-mounted wired
- Wireless / tabletop
- No preference

10. Timeline for installation:

- ASAP
- Within 1 month
- Planning stage



## 2. Humidity & Air Quality Monitoring

1. What is your main reason for installing this system?

- Comfort & health

- Prevent damp or mold
  - Commercial compliance
  - General monitoring
2. Type of property:
- Residential
  - Office / commercial
  - Hospitality / leisure
  - Industrial
3. Areas to monitor:
- Whole property
  - Individual rooms
  - Bathrooms / kitchens only
  - Unsure
4. Do you need standalone monitors or full integration with HVAC?
- Standalone sensors
  - Integrated with AC / heating system
5. Do you want data access via:
- Smartphone app
  - Wall display
  - Central building system
  - No preference
6. Are any of the following issues present?
- Condensation or mold
  - Dry air or static
  - Dust or poor air quality
  - None, preventive only
7. Do you need CO<sub>2</sub> or VOC (air quality) sensors included?
- Yes
  - No
  - Unsure
8. Should alerts and reports be automated?
- Yes, weekly / monthly updates
  - Only real-time alerts
  - No automated notifications
9. Power supply for sensors:
- Battery
  - Plug-in
  - Wired to system
  - Unsure

10. Installation environment:

- Single home
  - Multi-room building
  - Commercial site
- 

## 3. Climate Automation & Zoning

1. Type of system to be automated:

- Air conditioning
- Heating
- Combined HVAC
- Other

2. How many zones or rooms should operate independently?

- 1–2
- 3–5
- 6–10
- More than 10

3. Existing control setup:

- Manual thermostats
- Basic digital thermostats
- Smart thermostats
- None installed yet

4. Would you like automatic temperature balancing between rooms?

- Yes
- No
- Optional

5. Type of building:

- Apartment / villa
- Office
- Retail / hospitality
- Multi-floor complex

6. Do you want smartphone or central touch-screen control?

- Smartphone app
- Wall-mounted panel
- Both

7. Would you like occupancy or motion-based control?

- Yes
- No

- Not sure
8. Is this system part of a smart home integration?
- Yes, integrate with lighting/security
  - No, standalone
  - Possibly later
9. Access to wiring and ceiling voids:
- Easy access
  - Limited
  - Concealed
10. Timeline for automation project:
- Immediate (within 2 weeks)
  - 1–2 months
  - Planning / renovation stage



## 4. Seasonal Switching Systems

1. What system do you want to automate seasonal switching for?
  - AC and heating combo
  - Heat pump
  - Multi-zone HVAC system
  - Other
2. Do you currently switch modes manually?
  - Yes
  - No
  - Unsure
3. Preferred switching method:
  - Automatic temperature-based
  - Manual override via app
  - Central control panel
4. Type of property:
  - Residential
  - Commercial
  - Hospitality / hotel
  - Industrial
5. Existing control system:
  - Smart thermostat
  - Basic wall thermostat

- None installed yet
6. How many systems or zones to include?
- 1
  - 2–4
  - 5+
  - Unsure
7. Integration with external sensors (e.g., outdoor temperature):
- Yes
  - No
  - Not sure
8. Power and connectivity options:
- Wi-Fi
  - Wired network
  - Offline/manual
9. Would you like energy tracking or usage reports?
- Yes
  - No
  - Optional
10. When do you plan to have the system installed?
- ASAP
  - Within 1 month
  - During next refurbishment
- 

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## WINDOWS, DOORS & GLAZING SERVICES

### 1. Window Installation & Replacement

#### Window Installation & Replacement – Client Intake Questions

- 1. What type of windows are you looking to install or replace?**
  - Aluminium
  - uPVC
  - Timber
  - Mixed materials / unsure
- 2. Is this a new installation or a replacement of existing windows?**
  - New installation
  - Replacement of old windows

- Combination of both
3. **How many windows are involved in the project (approximate)?**
- 1–3
  - 4–8
  - 9–15
  - 16 or more
4. **Which window style(s) do you need?**
- Casement (side-hinged)
  - Tilt & turn
  - Sash / sliding
  - Fixed / picture
  - Bay or panoramic
  - Skylights / rooflights
5. **Do you require double or triple glazing?**
- Double glazing
  - Triple glazing
  - Mixed (depending on room)
  - Not sure – need advice
6. **Are there any specific performance features you need?**
- Thermal insulation / energy efficiency
  - Acoustic soundproofing
  - UV or glare protection
  - Safety / security glass
  - Decorative / tinted glass
7. **What is the property type?**
- Apartment / flat
  - House / villa
  - Commercial building
  - Renovation or listed property
8. **Will any structural changes be needed (e.g., resizing openings)?**
- No, existing openings fit
  - Minor resizing
  - Major structural changes
  - Unsure – needs site inspection
9. **Do you need removal and disposal of old windows?**
- Yes, include removal and disposal
  - No, I'll handle disposal
  - Not applicable (new build)
10. **What finish or colour preference do you have?**
- White

- Anthracite grey
- Woodgrain / natural timber
- Custom colour or powder coat

**11. Is access straightforward for installation?**

- Ground floor only
- Upper floors (scaffolding or lift needed)
- Roof or difficult access area
- Unsure

**12. When would you like the installation to take place?**

- Urgent (within 1–2 weeks)
- Within a month
- In 1–3 months
- Planning stage / flexible date



## Double & Triple Glazing

**1. Is this a new installation or replacement of existing units?**

- New installation
- Replacement of existing glazing

**2. How many windows or glass units are involved?**

- 1–3
- 4–8
- 9–15
- 16+

**3. Which type of glazing do you require?**

- Double glazing
- Triple glazing
- Mixed (depending on room)
- Unsure – need advice

**4. What are your main priorities?**

- Energy efficiency
- Noise reduction
- Security & safety
- Aesthetic appearance

**5. What is the property type?**

- Apartment / flat
- House / villa
- Commercial / retail
- Renovation or heritage building

- 6. Do you need frames replaced or only the glass units?**
    - Replace glass only
    - Replace entire frame and glass
    - Not sure – need inspection
  - 7. Preferred frame material (if replacing)?**
    - Aluminium
    - uPVC
    - Timber
    - Mixed / undecided
  - 8. Are there specific glazing features you want?**
    - Low-E / thermal coating
    - Laminated safety glass
    - Tinted / decorative glass
    - Solar or UV protection
  - 9. Is there easy access for the installation?**
    - Ground floor
    - Upper floors (ladders or scaffold needed)
    - Roof or restricted area
  - 10. Do you need removal and disposal of old units?**
    - Yes
    - No
    - Not applicable (new build)
- 

## **Skylights & Rooflights**

- 1. What type of installation is this?**
  - New rooflight / skylight
  - Replacement of existing unit
- 2. Where will it be installed?**
  - Flat roof
  - Pitched roof
  - Loft / attic conversion
  - Extension or garden room
- 3. How many skylights are required?**
  - 1
  - 2–3
  - 4–6

7+

**4. Preferred skylight type:**

- Fixed (non-opening)
- Manual opening
- Electric / remote opening
- Roof lantern / pyramid style

**5. Do you require glazing options with performance features?**

- Solar control glass
- Triple glazing
- Self-cleaning glass
- Tinted / frosted

**6. Do you need integrated blinds or shading?**

- Yes
- No
- Maybe – want advice

**7. What's the roof access situation?**

- Easy access (low level)
- Medium (ladder/scaffold)
- Complex or high-level roof

**8. Do you require interior finishing (plastering, trims, painting)?**

- Yes
- No
- Not sure yet

**9. Do you need assistance with roof weatherproofing or flashing?**

- Yes – include all sealing and flashing
- No – roof already prepared
- Unsure

**10. Preferred installation timeframe:**

- Urgent (within 2 weeks)
- 2–4 weeks
- 1–3 months
- Planning stage



## Tilt & Turn, Casement & Sash Windows

**1. Which window style(s) do you need installed or replaced?**

- Tilt & turn

- Casement (side-hinged)
- Vertical sliding sash
- Mix of types

**2. Is this for a new build or renovation?**

- New build
- Replacement / upgrade
- Both

**3. What is the main reason for this installation?**

- Better insulation or noise reduction
- Style / design update
- Replace damaged or unsafe units
- Property renovation

**4. Approximate quantity of windows?**

- 1–3
- 4–8
- 9–15
- 16+

**5. Preferred frame material:**

- Aluminium
- uPVC
- Timber
- Other / unsure

**6. Glazing preference:**

- Double glazing
- Triple glazing
- Mixed or undecided

**7. Do you need custom colours or finishes?**

- Standard white
- Grey / anthracite
- Timber grain
- Custom colour

**8. Do you require internal trims, sills, or repainting after install?**

- Yes, include finishing
- No, supply only
- Not sure

**9. Property access for installation:**

- Ground floor
- Upper floors
- Roof / attic level

**10. Do you need removal of existing frames and glass?**

- Yes
  - No
  - Not applicable
- 



## Bay & Panoramic Window Systems

**1. What type of panoramic or bay window system do you need?**

- Traditional bay
- Curved / bow window
- Panoramic fixed glass wall
- Corner-to-corner glazing

**2. Is this a new structure or a replacement?**

- New installation (structural work needed)
- Replacement of existing unit

**3. Do you have architectural drawings or measurements?**

- Yes, ready to share
- Not yet – need site survey
- Rough dimensions only

**4. Preferred frame material:**

- Aluminium
- uPVC
- Timber
- Mixed / custom

**5. Preferred glass type or performance requirement:**

- Standard double glazing
- Triple glazing
- Solar control / UV protection
- Laminated safety glass

**6. Will any structural steel or supports be required?**

- Yes, likely
- No, existing structure supports it
- Unsure – need inspection

**7. Do you want integrated window seating or interior finishing?**

- Yes
- No
- Possibly, depending on design

**8. Property type:**

- House / villa
- Apartment
- Commercial property
- New build project

**9. Site access:**

- Easy ground access
- Upper floor – requires lift/scaffold
- Limited / difficult access

**10. When would you like the work completed?**

- Within 2 weeks
- 1–2 months
- 3+ months
- Planning stage

## **2. Door Installation & Replacement**



### **Front, Internal & Patio Doors**

**1. Which type of door(s) do you need installed or replaced?**

- Front / main entrance
- Internal room doors
- Patio / rear doors
- Combination of the above

**2. Is this a new installation or replacement of existing doors?**

- New installation
- Replacement
- Both

**3. How many doors are involved?**

- 1–2
- 3–5
- 6–10
- 10+

**4. Preferred door material:**

- Timber
- Composite
- Aluminium
- uPVC
- Glass / mixed

- 5. Do you require glazing or panels within the doors?**  
 Yes – glazed sections  
 No – solid doors  
 Mix of both
  
- 6. What style or finish do you prefer?**  
 Modern / contemporary  
 Classic / traditional  
 Rustic / natural wood  
 Custom design or painted finish
  
- 7. Do you need frame replacement or only door leaf fitting?**  
 Door leaf only  
 Frame and door  
 Not sure
  
- 8. Do you require locks or hardware supplied and fitted?**  
 Yes – complete fitting  
 No – supply only  
 I already have the hardware
  
- 9. What is the property type?**  
 Apartment / flat  
 House / villa  
 Commercial / office  
 Other
  
- 10. Access level for installation:**  
 Ground floor  
 Upper floor  
 Restricted access area
  
- 11. Do you need removal and disposal of old doors?**  
 Yes  
 No  
 Not applicable
  
- 12. When would you like the work carried out?**  
 Urgent (within 2 weeks)  
 2–4 weeks  
 1–3 months  
 Planning stage



- 1. Which system do you require?**  
 Bi-fold doors  
 Sliding doors  
 Not sure – need advice
  
- 2. Is this for internal or external use?**  
 Internal partition  
 External (patio / terrace)
  
- 3. Is it a new installation or a replacement?**  
 New opening  
 Replacement of existing doors
  
- 4. What is the approximate width of the opening?**  
 Under 2.5m  
 2.5–4m  
 4–6m  
 Over 6m / custom size
  
- 5. Preferred material:**  
 Aluminium  
 Timber  
 uPVC  
 Hybrid or custom
  
- 6. Glazing preference:**  
 Double glazing  
 Triple glazing  
 Acoustic / tinted glass
  
- 7. Do you want flush floor threshold (step-free)?**  
 Yes  
 No  
 Not sure – depends on design
  
- 8. Do you require security or locking system included?**  
 Yes – high security  
 Standard  
 No
  
- 9. Do you have architectural drawings or measurements?**  
 Yes  
 No – need site visit
  
- 10. Do you need interior finishing or sealing after install?**  
 Yes  
 No

Not sure

**11. Is access straightforward for large glass panels?**

- Yes, easy access
- Tight or limited access
- Requires crane / lift

**12. When would you like installation?**

- Within 2 weeks
  - 1–2 months
  - 3+ months
  - Planning stage
- 



## Pivot & French Doors

**1. Which door type are you looking for?**

- Pivot door
- French doors
- Combination / undecided

**2. Where will the doors be installed?**

- Main entrance
- Interior partition
- Garden / terrace opening

**3. Is this a replacement or new installation?**

- Replacement
- New opening
- Unsure

**4. Preferred frame & material:**

- Aluminium
- Timber
- uPVC
- Steel / bespoke

**5. Do you require glazing?**

- Fully glazed
- Part glazed
- Solid door

**6. Preferred opening style:**

- Inward opening
- Outward opening

Both sides (pivot)

**7. Do you need high security or smart locking?**

- Yes – advanced locking
- Standard locking
- None – internal door

**8. Do you have specific dimensions or drawings?**

- Yes
- No
- Need site measurement

**9. What finish or colour would you like?**

- Natural timber
- Powder-coated aluminium
- Painted custom colour
- Other

**10. Do you need removal of existing door and frame?**

- Yes
- No
- Not applicable

**11. Is access straightforward for installation?**

- Ground floor
- Upper level
- Restricted

**12. Preferred timeline for completion:**

- Urgent
- Within a month
- 1–3 months
- Flexible



## Fire & Security Doors

**1. Which type of door do you need?**

- Fire-rated door
- Security / reinforced door
- Both

**2. Where will the door be installed?**

- Apartment / house entrance
- Commercial / office building

- Fire escape or corridor
- Garage or service area

**3. Required fire rating (if applicable):**

- FD30 (30 minutes)
- FD60 (60 minutes)
- Not sure – need advice

**4. Material preference:**

- Steel
- Solid timber
- Composite
- Aluminium

**5. Do you require glazing or vents in the door?**

- Yes
- No

**6. Do you need locks, handles & closers supplied and fitted?**

- Yes – full installation
- No – frame only
- Supply only

**7. Is this a single or double door set?**

- Single
- Double / pair

**8. Is it a replacement or new installation?**

- Replacement
- New opening

**9. Do you need certification and compliance paperwork?**

- Yes
- No
- Unsure

**10. Do you need removal of the old door/frame?**

- Yes
- No
- Not applicable

**11. Property type:**

- Residential
- Commercial
- Industrial

**12. Timeline for installation:**

- Urgent

- 
- Within 4 weeks
  - 1–3 months
  - Planning stage

---

## Frame Replacement & Threshold Fitting

### 1. What is the current issue or need?

- Damaged or rotten frame
- Threshold repair / replacement
- Frame upgrade for new door
- Structural adjustment

### 2. Is this for internal or external doors?

- Internal
- External

### 3. Material of existing frame:

- Timber
- Aluminium
- uPVC
- Steel

### 4. Do you require a like-for-like replacement or new style?

- Like-for-like
- New design or finish

### 5. Do you also need the door replaced?

- Yes
- No – frame only
- Not sure

### 6. Is there damage to the surrounding wall or flooring?

- Yes – needs repair
- No – only frame affected
- Unsure

### 7. Do you need threshold sealing or weatherproofing?

- Yes
- No
- Unsure

### 8. Is the property occupied during the work?

- Yes

No

**9. Access for installation:**

- Ground floor
- Upper level
- Limited / narrow access

**10. Do you need disposal of old materials?**

- Yes
- No

**11. Would you like paint or finishing included?**

- Yes
- No
- Not sure

**12. Preferred start date:**

- Urgent (within 2 weeks)
- 2–4 weeks
- 1–3 months
- Flexible

### **3. Glass & Glazing Works**



#### **Glass Balustrades & Partitions**

**1. What type of installation do you need?**

- Stair or landing balustrade
- Balcony or terrace balustrade
- Interior glass partition or divider
- Pool fencing / safety barrier

**2. Is this a new installation or replacement?**

- New installation
- Replacement of existing system

**3. What is the approximate length or area (in metres)?**

- Under 3m
- 3–6m
- 6–10m
- Over 10m / custom size

**4. Preferred fixing method:**

- Frameless / channel set

- Post-mounted system
- Clamped or spigot-mounted
- Unsure – need advice

**5. Glass type required:**

- Clear
- Frosted / opaque
- Tinted / smoked
- Decorative / patterned

**6. Do you require handrails?**

- Yes – stainless steel or timber
- No – glass only
- Not sure yet

**7. Glass thickness preference:**

- 10mm
- 12mm
- 15mm+
- Unsure – need recommendation

**8. Is this for indoor or outdoor use?**

- Indoor
- Outdoor
- Both

**9. Do you have drawings or measurements?**

- Yes, ready to share
- Rough idea only
- Need site survey

**10. Site access level:**

- Easy / ground floor
- Upper floors / balcony
- Restricted or complex

**11. Do you require installation only or supply & fit?**

- Supply & install
- Installation only
- Supply only

**12. Timeline for project:**

- Urgent (within 2 weeks)
- 2–4 weeks
- 1–3 months
- Planning stage

---



## Shower Screens & Enclosures

1. Which type of shower screen/enclosure do you need?

- Fixed panel / walk-in
- Hinged door
- Sliding door
- Custom layout or shape

2. Is it for a new bathroom or replacement?

- New installation
- Replacement

3. Glass style preference:

- Clear
- Frosted / satin
- Tinted / grey / bronze
- Patterned / decorative

4. Glass thickness:

- 6mm
- 8mm
- 10mm
- Unsure

5. Do you need custom fitting (non-standard angles, niches)?

- Yes – bespoke size or cut
- No – standard layout

6. Do you require hardware supplied (hinges, handles, seals)?

- Yes – full kit
- No – glass only
- Unsure

7. Do you need easy-clean or anti-limescale coating?

- Yes
- No
- Would like to discuss

8. How many enclosures/screens are required?

- 1
- 2–3
- 4+

9. Do you require silicone sealing and finishing?

- Yes

No

**10. When do you need installation?**

- Urgent
  - 2–4 weeks
  - 1–3 months
  - Planning
- 

## Safety & Tempered Glass

**1. Where will the glass be installed?**

- Windows / doors
- Balustrades / barriers
- Shopfront or partition
- Custom furniture / table top

**2. Is this for a new build or replacement?**

- New
- Replacement
- Repair

**3. Required glass type:**

- Tempered / toughened
- Laminated safety glass
- Fire-resistant glass
- Not sure – need advice

**4. Glass thickness:**

- 6mm
- 8mm
- 10–12mm
- Over 12mm

**5. Do you need edges polished or shaped?**

- Yes
- No
- Not sure

**6. Do you need holes or cut-outs for fittings?**

- Yes
- No

**7. Is this glass for interior or exterior use?**

- Interior

- Exterior
- Both

**8. Do you need certification or safety marking?**

- Yes
- No
- Unsure

**9. Quantity of panels required:**

- 1–2
- 3–5
- 6–10
- 10+

**10. Do you need installation or supply only?**

- Supply & fit
  - Supply only
  - Installation only
- 

## Acoustic & Solar Control Glazing

**1. What's the main purpose of the glazing?**

- Noise reduction
- Heat & glare control
- Both

**2. Where will it be installed?**

- Windows
- Doors
- Partitions
- Roof / skylight

**3. Property type:**

- Residential
- Commercial
- Studio / recording space

**4. Preferred glass specification:**

- Double glazed acoustic
- Laminated acoustic
- Solar control / reflective
- Unsure – need advice

- 5. Do you need frames replaced or glass only?**  
 Glass only  
 Frame & glass  
 Not sure
  
  - 6. Are you looking for UV / fade protection for interiors?**  
 Yes  
 No
  
  - 7. Do you require anti-glare or privacy finish?**  
 Yes  
 No  
 Maybe
  
  - 8. Approximate number of units or panels?**  
 1–3  
 4–8  
 9–15  
 16+
  
  - 9. Do you have measurements or drawings available?**  
 Yes  
 No  
 Need site visit
  
  - 10. When do you need installation completed?**  
 Urgent  
 2–4 weeks  
 1–3 months  
 Planning stage
- 



## Custom Mirrors & Wall Panels

- 1. What type of mirror or glass panel do you need?**  
 Bathroom mirror  
 Full-wall mirror  
 Gym / dance studio mirrors  
 Decorative or tinted panels
  
- 2. Is it wall-mounted or built into joinery?**  
 Wall-mounted  
 Fitted into recess or furniture

3. **Do you have dimensions or require a site measure?**

  - Have measurements
  - Need site visit
4. **Shape or style preference:**

  - Square / rectangular
  - Circular / oval
  - Custom / irregular shape
5. **Do you need edge finishing?**

  - Bevelled
  - Polished
  - Framed
  - None
6. **Do you want backlighting or LED integration?**

  - Yes
  - No
  - Maybe later
7. **Glass colour or tint:**

  - Clear
  - Bronze / grey tint
  - Antique / smoked
  - Custom finish
8. **Do you need installation or supply only?**

  - Supply & install
  - Supply only
  - Install only
9. **Approximate quantity of mirrors / panels:**

  - 1
  - 2–4
  - 5–10
  - 10+
10. **Site access conditions:**

  - Easy access
  - Upper floors / limited space
  - Fragile or difficult installation area
11. **Do you require disposal of old mirrors or panels?**

  - Yes
  - No
12. **When would you like the installation?**

  - Urgent

- 2–4 weeks
- 1–3 months
- Planning

•

## 4. Window & Door Repairs

### Seal Replacement & Leak Fixes

#### 1. What type of unit needs sealing or leak repair?

- Window
- Door
- Both

#### 2. What material are the frames?

- Aluminium
- uPVC
- Timber
- Mixed / unsure

#### 3. Where is the issue located?

- Around glass edges
- Frame joints or corners
- Threshold / bottom seal
- Entire perimeter

#### 4. What symptoms are you noticing?

- Water leaks
- Condensation or fogging
- Air draughts
- Noise ingress

#### 5. How many windows/doors are affected?

- 1–2
- 3–5
- 6–10
- 10+

#### 6. Is the property single or multi-storey?

- Ground floor
- Upper floor
- Both

#### 7. Do you need removal and replacement of old seals?

- Yes – full reseal
- Partial reseal

Unsure

**8. Are the windows/doors easily accessible?**

- Yes, easy access
- No, ladder/scaffold needed
- Unsure

**9. Is the frame or structure damaged?**

- No – just seals
- Minor frame damage
- Unsure

**10. Preferred timing for repair:**

- Urgent (within a week)
  - 2–4 weeks
  - 1–3 months
  - Planning
- 

## Handle & Hinge Repair

**1. What type of fitting needs attention?**

- Window handle / hinge
- Door handle / hinge
- Both

**2. What is the issue?**

- Loose or broken handle
- Stiff or seized hinge
- Dropping door/window
- Doesn't close or seal properly

**3. How many fittings are affected?**

- 1–2
- 3–5
- 6–10
- More than 10

**4. Material of window/door:**

- uPVC
- Aluminium
- Timber
- Mixed

- 5. Do you want to replace the hardware or repair existing?**
  - Repair existing
  - Replace with new
  - Not sure
- 6. Do you need matching finishes (chrome, brass, black, etc.)?**
  - Yes
  - No
  - Not important
- 7. Are there any alignment or closure issues as well?**
  - Yes – not closing properly
  - No – just hardware
  - Unsure
- 8. Access to the fittings:**
  - Ground level
  - Upper level
  - Difficult / restricted
- 9. Do you have the replacement parts already?**
  - Yes
  - No
  - Unsure
- 10. When do you need the repair done?**
  - Urgent
  - Within 2 weeks
  - 1–3 months
  - Planning

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## Lock & Latch Adjustments

- 1. Which type of lock needs adjustment or repair?**
  - Door lock
  - Window lock
  - Patio / sliding door lock
  - All of the above
- 2. What is the issue?**
  - Key won't turn
  - Latch not catching
  - Misalignment / not closing

- Handle spins or sticks
3. **Do you need new locks or just adjustment?**
- Adjustment only
  - Replacement required
  - Not sure
4. **How many locks are affected?**
- 1
  - 2–3
  - 4–6
  - 7+
5. **Do you have keys for all locks?**
- Yes
  - No
  - Some missing
6. **Type of door/window:**
- uPVC
  - Aluminium
  - Timber
  - Mixed
7. **Do you require keying alike (same key for all)?**
- Yes
  - No
  - Not relevant
8. **Do you need emergency access (locked out / jammed)?**
- Yes – urgent access
  - No – routine adjustment
9. **Are there security concerns (e.g. rental, burglary)?**
- Yes
  - No
10. **Preferred timeframe for visit:**
- Urgent (same day / next day)
  - Within a week
  - Within a month
  - Planning



## Glass Replacement or Reglazing

**1. What type of glazing needs replacement?**

- Window
- Door panel
- Skylight / rooflight
- Custom glass (mirror, panel, etc.)

**2. Reason for replacement:**

- Broken / cracked glass
- Condensation between panes
- Upgrading to double / triple glazing
- Decorative or privacy change

**3. Approximate number of glass units:**

- 1–2
- 3–5
- 6–10
- 10+

**4. Glass type required:**

- Clear
- Frosted / opaque
- Tinted / solar
- Laminated or toughened

**5. Frame material:**

- uPVC
- Aluminium
- Timber
- Mixed / unsure

**6. Do you have the glass size or need a site measure?**

- Have measurements
- Need site visit

**7. Do you want supply & install or fitting only?**

- Supply & fit
- Fit only
- Supply only

**8. Is it single, double or triple glazing?**

- Single
- Double
- Triple
- Not sure

**9. Do you need disposal of old glass?**

- Yes

No

**10. Access for installation:**

- Ground level
- Upper floor
- Difficult access

**11. When do you need the job done?**

- Urgent (within 48 hours)
  - Within 2 weeks
  - 1–3 months
  - Planning
- 



## Draught Proofing & Insulation

**1. Where are you experiencing draughts?**

- Windows
- Doors
- Both
- Unsure

**2. Property type:**

- Apartment / flat
- House / villa
- Commercial / office
- Other

**3. Material of existing frames:**

- uPVC
- Timber
- Aluminium
- Mixed

**4. Do you need a full inspection to locate leaks?**

- Yes
- No – already identified
- Not sure

**5. Are the issues caused by:**

- Gaps around frames
- Damaged seals
- Poor fitting / misalignment
- General wear & tear

- 6. Do you want thermal insulation upgrades (e.g., thicker seals, brush strips)?**  
 Yes  
 No  
 Maybe
  - 7. How many openings need attention?**  
 1–3  
 4–8  
 9–15  
 16+
  - 8. Do you need weatherproofing for external openings?**  
 Yes  
 No  
 Unsure
  - 9. Do you have any condensation or mould issues?**  
 Yes  
 No  
 Slightly
  - 10. Preferred appointment time:**  
 Urgent  
 Within 2 weeks  
 1–3 months  
 Planning
- 

## 5. Shutters, Blinds & Screens



### Roller, Venetian & Roman Blinds

- 1. Which type of blind do you need?**  
 Roller  
 Venetian  
 Roman  
 Combination / unsure
- 2. Is this a new installation or replacement?**  
 New installation  
 Replacement of existing blinds
- 3. Where will they be installed?**  
 Living areas  
 Bedrooms  
 Kitchen / bathroom

Office / commercial space

**4. How many windows are involved?**

- 1–3
- 4–8
- 9–15
- 16+

**5. Preferred operation type:**

- Manual chain / cord
- Spring-loaded
- Motorised / remote control

**6. Do you have measurements or need a site measure?**

- Have accurate measurements
- Need professional measurement

**7. Preferred fabric or material:**

- Light-filtering
- Blackout
- Sheer / decorative
- Moisture-resistant (kitchen/bathroom)

**8. Colour or finish preference:**

- Light / neutral tones
- Dark / bold colours
- Patterned
- Not decided yet

**9. Mounting style:**

- Inside window recess
- Outside recess / face mount
- Unsure

**10. Do you need removal of old blinds?**

- Yes
- No

**11. Preferred installation timeframe:**

- Urgent (within 1 week)
  - 2–4 weeks
  - 1–3 months
  - Planning
-



# Plantation Shutters

**1. Is this for new installation or replacement?**

- New installation
- Replacement of existing shutters

**2. Where will the shutters be fitted?**

- Living areas
- Bedrooms
- Kitchen / bathroom
- Whole property

**3. Which shutter style do you prefer?**

- Full height
- Café style (half window)
- Tier-on-tier (top & bottom sections)
- Unsure

**4. Material preference:**

- Timber
- MDF or composite
- PVC (moisture resistant)
- Not sure

**5. Slat size:**

- Narrow (47–63mm)
- Medium (64–76mm)
- Wide (89–114mm)
- Not sure

**6. Colour or finish preference:**

- White / off-white
- Natural wood stain
- Custom painted colour
- Not decided

**7. How many windows need shutters?**

- 1–3
- 4–8
- 9–15
- 16+

**8. Do you want tilt rods visible or hidden?**

- Visible central rod
- Hidden / rear tilt mechanism
- No preference

**9. Do you have exact measurements?**

- Yes
- No – need site survey

**10. Is access straightforward for fitting?**

- Yes
- Limited / awkward access

**11. Do you need removal of old window coverings?**

- Yes
- No

**12. When would you like installation?**

- Urgent (within 2 weeks)
  - 2–4 weeks
  - 1–3 months
  - Planning
- 



## Fly Screens & Sun Shades

**1. Which product do you need?**

- Fly screen for windows
- Fly screen for doors
- Retractable insect screen
- Outdoor sun shade / awning

**2. Is this for residential or commercial use?**

- Residential
- Commercial

**3. Where will it be installed?**

- Windows only
- Doors or patio area
- Outdoor terrace / pergola

**4. Approximate number of openings:**

- 1–3
- 4–8
- 9–15
- 16+

**5. Preferred screen type:**

- Fixed frame
- Sliding / hinged

- Roll-up / retractable
- Not sure

**6. Mesh type or purpose:**

- Standard insect mesh
- Fine pollen / allergy mesh
- Solar or privacy mesh
- Pet-resistant mesh

**7. Frame material:**

- Aluminium
- uPVC
- Timber
- Other / unsure

**8. Do you require UV or weather protection features?**

- Yes – solar shading
- No – insect control only
- Both

**9. Do you need motorisation or remote operation?**

- Yes
- No
- Maybe

**10. Installation access:**

- Easy ground access
- Upper floors
- Limited / difficult area

**11. Do you have measurements or need a site survey?**

- Have measurements
- Need site visit

**12. Preferred completion date:**

- Within 2 weeks
- 2–4 weeks
- 1–3 months
- Planning

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## Motorised or Remote Systems

**1. Which system would you like automated?**

- Blinds

- Curtains
- Shutters
- Awnings or shades

**2. Is this a new installation or retrofit automation?**

- New installation
- Add motors to existing units

**3. What type of control do you prefer?**

- Remote control handset
- Wall switch
- Smart home app integration
- Voice control (Alexa, Google, etc.)

**4. Power source for motors:**

- Mains-powered
- Rechargeable battery
- Solar-powered
- Not sure

**5. How many units do you want motorised?**

- 1–2
- 3–5
- 6–10
- 10+

**6. Do you want central control for multiple rooms?**

- Yes – all linked
- No – individual controls
- Not sure yet

**7. Do you already have a smart home system installed?**

- Yes (e.g. Alexa, Google, HomeKit)
- No
- Planning to install one

**8. Do you want scheduling or light-sensor automation?**

- Yes
- No
- Maybe later

**9. Is this for indoor or outdoor units?**

- Indoor
- Outdoor
- Both

**10. Do you require supply & installation or setup only?**

- Supply & fit

- Setup / configuration only
- Supply only

**11. Access to power near installation points:**

- Yes – nearby sockets
- No – needs wiring
- Unsure

**12. When do you want installation completed?**

- Urgent (within 2 weeks)
- 2–4 weeks
- 1–3 months
- Planning

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## PAINTING, DECORATING & FINISHING SERVICES

### 1. Interior Painting



#### Interior Painting — Client Intake Questions

**1. What type of property is being painted?**

- Apartment / Flat
- Villa / House
- Commercial Unit / Office
- Hotel / Hospitality
- Other (specify)

**2. Which areas need painting?**

- Walls only
- Walls & Ceilings
- Full Room (walls, ceilings, trim, doors)
- Full Property (multiple rooms)

**3. Approximate area or number of rooms to be painted?**

- 1–2 rooms
- 3–5 rooms
- 6–10 rooms
- Entire property (>10 rooms)

**4. Current condition of the surfaces?**

- Good – only light repaint needed
- Minor cracks / filling required
- Major preparation – peeling or uneven surfaces

Previously wallpapered / textured

**5. Are colour changes involved?**

- No, same colour refresh
- Yes, one new colour
- Multiple colours or feature walls
- Colour consultancy required

**6. What type of finish is preferred?**

- Matt / Flat
- Satin / Eggshell
- Semi-gloss / Gloss
- Specialist (limewash, metallic, etc.)

**7. What type of paint do you prefer?**

- Standard emulsion
- Washable or durable finish
- Low-VOC / eco-friendly
- Premium or designer brand (Farrow & Ball, Little Greene, etc.)

**8. Will furniture or fixtures need to be moved or protected?**

- All areas are empty
- Some furniture needs covering/protection
- Fully furnished – careful masking required

**9. Are there any decorative features to be included?**

- None – plain walls only
- Accent or feature walls
- Ceiling details / cornices
- Door frames, skirting, or trims

**10. Is spray-painting or traditional brush/roller preferred?**

- Standard brush & roller
- Spray finish for smooth results
- Combination (depending on surface)

**11. Access and timing considerations:**

- Regular working hours
- After-hours or weekend work needed
- Vacant property – flexible schedule
- Occupied – minimal disruption required

**12. Would you like materials supplied or labour only?**

- Labour only – I'll supply paint
- Labour + materials included
- Open to both (please quote options)



## 1. Full Room or Property Repaint

**1. What type of property is it?**

- Apartment / Flat
- Villa / House
- Commercial unit / Office
- Hotel / Hospitality

**2. How many rooms or areas need repainting?**

- 1–2 rooms
- 3–5 rooms
- 6–10 rooms
- Entire property

**3. Current condition of surfaces:**

- Clean & smooth
- Minor cracks / filler needed
- Major prep (flaking paint, damp, or uneven walls)

**4. Are you changing colours or keeping the same tones?**

- Same colour
- Slight tone variation
- Full colour change throughout

**5. What finish do you prefer?**

- Matt / Flat
- Satin / Eggshell
- Semi-gloss / Gloss
- Mix of finishes by room

**6. Ceilings, doors & trims included?**

- Walls only
- Walls & ceilings
- Full room (walls, ceilings, doors, trim)

**7. Are there any special conditions?**

- High ceilings
- Damp or mould spots
- Newly plastered walls
- Wallpaper removal required

**8. Is the property furnished or empty?**

- Empty
- Partly furnished
- Fully furnished – requires careful masking

**9. Preferred working schedule:**

- Normal hours
- Out of hours
- Weekend work preferred

**10. Material supply preference:**

- Labour only
  - Labour + materials
  - Both options please
- 



## 2. Colour Matching & Consultancy

**1. Do you have a specific colour brand in mind?**

- Dulux
- Farrow & Ball
- Little Greene
- Not sure yet

**2. Are you matching to an existing colour or choosing new ones?**

- Matching existing paint
- Matching furniture or decor
- Full new palette design

**3. What spaces are involved?**

- Single room
- Full property
- Commercial / branding project

**4. Would you like digital or physical samples provided?**

- Digital visuals only
- Sample boards / swatches
- On-site painted test patches

**5. What kind of mood or style do you want to achieve?**

- Bright & modern
- Soft & natural
- Rich & bold
- Neutral & timeless

**6. Do you need complementary colour planning (e.g. trims, ceilings)?**

- No, just main walls
- Yes, full scheme planning

**7. Any environmental or lighting considerations?**

- Sunlight-heavy rooms
- Low natural light
- Artificial lighting dominant

**8. Decision support preference:**

- Remote consultation
  - On-site visit
  - Both options
- 



## 3. Low-VOC & Eco-Friendly Paints

**1. What type of paint application do you need?**

- Interior walls
- Ceilings
- Joinery / trims
- All of the above

**2. What's your main reason for choosing eco paints?**

- Health / allergies
- Sustainability
- Low odour
- Long-lasting performance

**3. Preferred paint base:**

- Natural mineral / clay
- Water-based acrylic
- Plant-based / bio-resin

**4. Surface condition:**

- Previously painted
- Bare plaster
- New drywall
- Wood or joinery

**5. Do you have a preferred brand?**

- Graphenstone
- Earthborn
- Little Greene Eco Range
- Open to recommendation

**6. Would you like a colour consultancy with eco-safe options?**

- Yes

No

**7. Ventilation or drying conditions on site:**

- Good airflow
- Moderate
- Poor – needs planning

**8. Are materials to be supplied or quoted by contractor?**

- Labour only
  - Labour + eco paints included
- 



## 4. Spray-Painting for Joinery or Cabinets

**1. What items need spray-painting?**

- Kitchen cabinets
- Wardrobes / built-ins
- Doors / frames
- Furniture pieces

**2. Where will the work be done?**

- On-site (spray booth setup)
- Off-site workshop

**3. What is the existing surface condition?**

- New bare wood
- Painted / varnished surface
- Laminated or gloss finish

**4. Do you need any preparation work?**

- Cleaning only
- Light sanding & priming
- Full strip & restoration

**5. What finish are you aiming for?**

- Smooth matt
- Satin / eggshell
- High-gloss lacquer
- Special effect (metallic / textured)

**6. Preferred colour system:**

- RAL
- NCS
- Pantone

- Match existing
7. **Paint material preference:**
- Water-based lacquer
  - Solvent-based enamel
  - Eco / low-VOC option
8. **Do you require hardware removal & reinstallation (hinges, handles)?**
- Yes
  - No
  - Contractor to advise
9. **Expected environment for finish durability:**
- Kitchen / high-use area
  - Bathroom / humid space
  - Decorative only
10. **Desired delivery timeline:**
- Within 1 week
  - 2–3 weeks
  - Flexible

## 2. Exterior Painting



### 1. Masonry, Render & Stone Finishes

1. **What type of surface will be painted?**
  - Smooth render
  - Textured render
  - Natural stone
  - Concrete or blockwork
2. **What is the current surface condition?**
  - Recently rendered / new
  - Lightly weathered
  - Cracked or peeling paint
  - Damp or mould present
3. **Has it been painted before?**
  - Yes, needs repaint
  - No, first-time coating
4. **What paint or coating type is preferred?**
  - Standard masonry paint
  - Silicone-based breathable coating
  - Limewash / mineral paint

Not sure – need recommendation

**5. Approximate surface area:**

- Small wall (under 30 m<sup>2</sup>)
- Medium façade (30–100 m<sup>2</sup>)
- Large façade (100–250 m<sup>2</sup>)
- Full property exterior

**6. Any surface issues requiring repair before painting?**

- Cracks or holes
- Algae or mould
- Flaking paint removal
- None

**7. Are scaffolding or high-access tools required?**

- Ground level only
- Ladder access
- Scaffolding / lift required

**8. Finish type desired:**

- Matt / flat
- Satin / eggshell
- Textured anti-crack finish

**9. Preferred colour scheme:**

- Match existing
- Single new colour
- Multiple tones or feature wall

**10. Paint supply preference:**

- Labour only
- Labour + materials
- Both options



## 2. Timber Cladding & Fencing Coatings

**1. What type of timber surface?**

- Cladding
- Fence panels
- Decking edges or gates
- Wooden posts or trims

**2. Is the timber new or previously coated?**

- New bare wood

- Painted / varnished before
- Weathered / greying timber

**3. Which finish is preferred?**

- Clear protective oil
- Wood stain (visible grain)
- Solid colour paint finish
- Specialist weatherproof coating

**4. Condition of the wood:**

- Clean and smooth
- Slightly rough or faded
- Cracked / peeling
- Rotting sections present

**5. Does the timber need any prep work?**

- Light sanding only
- Power wash & clean
- Full strip and reseal

**6. Access & height of the area:**

- Ground level
- Requires ladder
- Scaffolding or tall fence

**7. Environment exposure:**

- Coastal / high sun exposure
- Shaded / damp area
- Regular indoor/outdoor transition

**8. Material supply preference:**

- Labour only
- Labour + materials
- Both options



### **3. Metal Gate & Railing Finishes**

**1. What type of metalwork requires painting?**

- Gates
- Railings / balustrades
- Balcony or terrace frames
- Structural steel elements

**2. What is the current condition of the metal?**

- Bare metal / new installation
- Painted but fading
- Rusted or flaking

**3. Is rust removal or treatment required?**

- Yes, full preparation
- Minor areas only
- No visible rust

**4. Preferred coating type:**

- Standard metal paint
- Zinc-rich primer + topcoat
- Powder coat effect paint
- Heat-resistant / industrial coating

**5. Finish desired:**

- Matt
- Satin
- Gloss
- Metallic or textured

**6. Access conditions:**

- Ground-level work
- Requires ladders or scaffolding

**7. Do you require colour matching?**

- Yes – match existing
- No – new colour

**8. Environment exposure:**

- Coastal area (salt corrosion risk)
- Urban pollution exposure
- Normal residential environment



## **4. Weatherproofing & UV Protection**

**1. Which areas need weatherproofing?**

- Walls / façades
- Roof edges / soffits
- Timber structures
- Metalwork

**2. What is the main goal?**

- Prevent water ingress
- UV / sun protection
- Anti-mould or algae barrier
- General maintenance coating

**3. Surface material:**

- Render / masonry
- Wood
- Metal
- Mixed surfaces

**4. Current surface state:**

- Sound and clean
- Minor cracks / joints to seal
- Heavily weathered or damaged

**5. Preferred product type:**

- Clear sealant / hydrophobic coat
- Coloured waterproof finish
- Flexible breathable coating

**6. Previous protective layer present?**

- Yes – reapplication needed
- No – first-time treatment

**7. Exposure level:**

- Full sun
- Shaded / damp area
- Coastal environment

**8. Desired lifespan of treatment:**

- 2–3 years (standard)
- 5–7 years (premium)
- Long-term protection (10+ years)



## 5. Power Washing & Prep Work

**1. What surfaces need cleaning or prep?**

- Exterior walls
- Driveway / paving
- Fences / decks
- Roof / tiles

**2. Surface material type:**

- Render / brick
- Stone / concrete
- Wood
- Metal

**3. Type of contamination:**

- Dirt / dust
- Mould / algae
- Paint flakes
- Oil or rust marks

**4. Desired result:**

- Clean ready-to-paint surface
- Full restoration clean
- Stain removal & reseal

**5. Water source available on-site?**

- Yes
- No – contractor must supply

**6. Is there electricity for high-pressure equipment?**

- Yes
- No / generator required

**7. Access & height level:**

- Ground level only
- Includes upper façades
- Roof areas

**8. Wastewater disposal:**

- Can drain to garden / soakaway
- Needs collection / safe disposal

**9. Follow-up service required?**

- Painting after prep
- Sealant / protective coating
- Cleaning only

**3. Decorative Finishes**



**1. Venetian Plaster (Marmorino, Tadelakt, etc.)**

- 1. Which plaster style do you prefer?**
  - Marmorino (smooth marble-like)
  - Tadelakt (Moroccan polished finish)
  - Stucco Veneziano (classic high gloss)
  - Not sure – need recommendation
  
- 2. Where will it be applied?**
  - Feature wall
  - Full room
  - Bathroom / wet area
  - Fireplace or niche
  
- 3. Surface size or area:**
  - Under 10 m<sup>2</sup>
  - 10–30 m<sup>2</sup>
  - 30–60 m<sup>2</sup>
  - Large surface (over 60 m<sup>2</sup>)
  
- 4. Existing wall condition:**
  - Smooth and painted
  - Fresh plaster / new substrate
  - Rough or uneven
  - Needs old finish removal
  
- 5. Desired sheen level:**
  - Matt
  - Satin / subtle sheen
  - High gloss / mirror polish
  
- 6. Preferred colour tone:**
  - Light neutrals (white, beige, sand)
  - Warm tones (terracotta, gold, clay)
  - Cool tones (grey, blue, stone)
  - Bespoke mix / sample match
  
- 7. Sealer or wax finish required?**
  - Yes – waterproof sealant
  - No – decorative only
  
- 8. Do you need moisture resistance (bathroom / kitchen)?**
  - Yes
  - No
  
- 9. Timeline for completion:**
  - Urgent (within 1 week)
  - 2–3 weeks
  - Flexible

**10. Material supply preference:**

- Labour only
  - Labour + materials
  - Both options
- 



## 2. Stucco & Textured Finishes

**1. Type of texture desired:**

- Fine grain / subtle texture
- Medium texture (hand-applied)
- Heavy / rustic texture
- Patterned relief

**2. Where will it be applied?**

- Interior walls
- Exterior façade
- Ceiling feature
- Columns / details

**3. What's the base surface condition?**

- Smooth plaster
- Painted surface
- Uneven or damaged wall
- Newly rendered surface

**4. Colour preference:**

- Match existing colour
- Natural lime tones
- Bold decorative colour
- Undecided

**5. Finish style:**

- Matt natural
- Waxed sheen
- Metallic touch
- Distressed / aged

**6. Surface prep required?**

- Light sanding
- Full skim coat
- Crack repair & filling

**7. Protective coating or sealant needed?**

- Yes – to prevent dust or moisture

No – decorative only

**8. Preferred material base:**

- Lime-based
- Acrylic / synthetic
- Clay or mineral mix

**9. Size of area to finish:**

- 1–10 m<sup>2</sup>
  - 10–30 m<sup>2</sup>
  - 30–100 m<sup>2</sup>
  - Whole property exterior
- 



### 3. Murals & Artistic Effects

**1. Type of design desired:**

- Abstract / modern art
- Nature / landscape
- Logo or brand artwork
- Themed (kids' room, bar, restaurant)

**2. Placement location:**

- Interior wall
- Exterior façade
- Ceiling
- Furniture / feature panel

**3. Approximate size of mural:**

- Under 2m x 2m
- Medium (2–5m width)
- Large (5–10m width)
- Full wall or wraparound

**4. Surface material:**

- Smooth plaster
- Rendered wall
- Brick / stone
- Wood panel

**5. Do you have a design concept ready?**

- Yes – provide artwork or reference
- Rough idea only
- Need design assistance

**6. Colour palette preference:**

- Monochrome
- Vibrant multi-colour
- Pastel / soft tones
- Metallic / reflective

**7. Finish preference:**

- Matt paint
- Semi-gloss
- Varnished / protective seal

**8. Location exposure:**

- Indoor
- Outdoor – UV protection needed

**9. Would you like lighting or framing integrated?**

- Yes – spotlights / backlight
  - No – painting only
- 



## 4. Feature Walls & Design Patterns

**1. Type of feature wall desired:**

- Painted geometric or gradient design
- Textured plaster or stucco
- Wallpaper / wallcovering
- Mixed media (paint + texture)

**2. Wall area or dimensions:**

- Standard wall (3–5m wide)
- Large / open-plan feature
- Full room wrap

**3. Colour scheme:**

- Match existing decor
- Accent contrast
- Custom palette consultation

**4. Surface condition:**

- Ready to paint
- Needs repair or skim
- Previously wallpapered

**5. Special effects or patterns:**

- Ombre / gradient blend

- Stencils / line work
- Metallic or pearl sheen
- Custom artistic pattern

**6. Do you require sample boards before work begins?**

- Yes
- No

**7. Finish type:**

- Matt
- Satin / sheen
- Gloss or metallic

**8. Room environment:**

- Living area
- Bedroom
- Bathroom / kitchen
- Commercial space

**9. Material supply preference:**

- Labour only
  - Labour + materials
- 

## ⭐ 5. Metallic, Pearlescent & Limewash Coatings

**1. Which finish are you most interested in?**

- Metallic (bronze, gold, silver)
- Pearlescent shimmer
- Natural limewash
- Combination / gradient

**2. Where will it be applied?**

- Interior walls
- Ceiling or feature panel
- Exterior façade
- Furniture / decorative element

**3. Surface condition:**

- Smooth and painted
- Fresh plaster
- Needs prep or sanding

**4. Preferred tone or effect:**

- Warm metallics (gold, copper)

- Cool tones (silver, steel, pearl)
- Earthy limewash shades
- Custom finish

**5. Level of sheen desired:**

- Subtle shimmer
- Moderate reflection
- High-gloss statement

**6. Application method preference:**

- Hand trowelled
- Rolled and brushed
- Spray-applied finish

**7. Durability requirements:**

- Decorative only
- Washable surface
- Weather-resistant

**8. Protective topcoat required?**

- Yes – sealant or wax finish
- No – natural effect

**9. Material supply:**

- Labour only
- Labour + materials

•

## 4. Surface Preparation



### 1. Sanding & Filling

**1. Which surfaces need sanding and filling?**

- Walls
- Ceilings
- Doors / trims
- Furniture or joinery

**2. What's the condition of the surface?**

- Light imperfections only
- Peeling paint or small cracks
- Rough, uneven, or flaking surfaces
- Previously wallpapered

**3. What finish level is required before painting?**

- Standard (paint-ready)

- High-grade smooth (for gloss or spray finish)
- Perfect level-5 finish (show surface quality)

**4. Type of material being sanded:**

- Plaster / drywall
- Wood
- Metal
- Mixed surfaces

**5. Dust control preference:**

- Standard sanding
- Low-dust / vacuum system required

**6. Approximate area to prepare:**

- 1–2 rooms
- 3–5 rooms
- Whole property
- Feature walls or detailing only

**7. Do you need repairs or filling included?**

- Light filler only
- Deep crack repairs
- Full surface skim required

**8. Are any high or hard-to-reach areas involved?**

- No
- Yes – ladders needed
- Yes – scaffolding required

**9. Material supply:**

- Labour only
  - Labour + materials
- 



## 2. Wallpaper Removal

**1. How many walls or rooms need wallpaper removal?**

- 1 wall
- 1–2 rooms
- 3+ rooms
- Whole property

**2. Type of wallpaper currently installed:**

- Standard paper
- Vinyl-coated

- Fabric-backed / textured
- Unsure

**3. Condition of the wallpaper:**

- Loose / peeling
- Firmly adhered
- Multiple layers

**4. Surface beneath wallpaper:**

- Painted plaster
- Bare plasterboard
- Unsure / mixed

**5. Do you require wall washing or residue removal afterward?**

- Yes – ready to paint
- No – just strip the paper

**6. Any obstacles or details to protect?**

- Light switches / sockets
- Built-in furniture
- Ceiling coving / trims

**7. Is there access to water and electricity for steam removal?**

- Yes
- No

**8. Follow-up work needed?**

- Repainting
- Re-papering
- Skimming or plaster repair



### 3. Primer & Base Coating

**1. What surfaces need priming?**

- Bare plaster
- Wood
- Metal
- Mixed materials

**2. Purpose of primer application:**

- First coat before painting
- Stain blocking / sealing
- Adhesion on tricky surfaces (tiles, gloss, etc.)

- Moisture protection
3. **Surface condition:**
- Clean and smooth
  - Slightly porous or dusty
  - Uneven or patched
4. **Preferred primer type:**
- Water-based
  - Oil-based
  - Eco / low-VOC
  - Contractor to recommend
5. **How many coats are required?**
- 1 base coat
  - 2 or more for sealing coverage
  - Unsure – need advice
6. **Size or area to be covered:**
- 1–2 rooms
  - 3–5 rooms
  - Whole property
7. **Is the area empty or occupied?**
- Empty
  - Furnished – needs protection
8. **Follow-up finishing required?**
- Yes – full painting
  - No – primer only
- 

## 4. Crack Repairs & Caulking

1. **What type of cracks or gaps need repair?**
- Hairline cracks only
  - Medium wall cracks
  - Deep structural or joint cracks
  - Gaps between trims or panels
2. **Surface material:**
- Plaster / drywall
  - Masonry / concrete
  - Woodwork

Mixed surfaces

**3. Location of issues:**

- Walls
- Ceilings
- Around doors & windows
- Exterior façades

**4. Extent of work required:**

- Minor patching
- Full joint resealing
- Structural crack treatment

**5. Is painting included after repairs?**

- Yes
- No

**6. Access height:**

- Ground level
- Up to 3m (ladder)
- Higher (scaffold or tower needed)

**7. Caulking colour preference:**

- White
- Colour-matched to surface
- To be painted over

**8. Environment type:**

- Interior only
- Exterior
- Both

**9. Material supply:**

- Labour only
- Labour + materials



## 5. Plaster Touch-Ups

**1. Where are the touch-ups required?**

- Walls
- Ceilings
- Corners / trims
- Multiple areas

2. **Scale of repair:**
  - Small patches (<1m<sup>2</sup> each)
  - Several medium repairs
  - Full skim coat of room

3. **What caused the damage?**
  - Settlement cracks
  - Damp / water damage
  - Electrical or plumbing chases
  - Previous poor workmanship

4. **Existing surface type:**
  - Old plaster
  - Plasterboard
  - Painted surface

5. **Do you require blending into surrounding areas?**
  - Yes – seamless finish
  - No – defined patch is fine

6. **Finish type required:**
  - Standard smooth
  - Ready-to-paint polish
  - High-end fine skim

7. **Moisture or ventilation issues present?**
  - Yes – needs inspection
  - No

8. **Follow-up work after touch-ups:**
  - Painting
  - Wallpaper
  - No further work

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## 5. Wallpapering & Wall Coverings

### Wallpapering & Wall Coverings — Client Intake Questions

1. **What type of wall covering do you need installed?**
  - Standard wallpaper
  - Luxury/designer paper
  - Vinyl or washable wallpaper
  - Fabric or textile wallcovering
  - Acoustic or decorative panels

**2. What is the approximate area to be covered?**

- Single feature wall
- 1–2 rooms
- Full property
- Unsure — needs site visit

**3. Are the walls currently painted, wallpapered, or newly plastered?**

- Painted
- Previously wallpapered
- Newly plastered
- Mixed surfaces

**4. Do the walls require any preparation before installation?**

- No, ready to hang
- Light sanding and cleaning
- Filling cracks or smoothing uneven areas
- Full lining paper required

**5. Will you provide the wallpaper/materials, or should the decorator supply them?**

- I'll provide materials
- Please supply and match to my style
- A mix (I have some, need extras sourced)

**6. Do you require pattern alignment or complex matching (e.g., murals or repeats)?**

- No pattern / plain
- Simple pattern match
- Complex pattern / mural alignment

**7. Are there any obstacles or details that require extra care?**

- Multiple sockets, switches, or fixtures
- Stairwells or high ceilings
- Alcoves, corners, or trims
- No major obstacles

**8. What finish or effect do you want achieved?**

- Smooth and clean lines
- Textured or fabric feel
- Seamless panel alignment
- Acoustic or padded look

**9. Is wallpaper removal required before installation?**

- Yes, remove old wallpaper
- No, walls are clear
- Unsure — need assessment

**10. When do you need the work completed?**

- Urgent (within a week)

- Within 2–3 weeks
- Within a month
- Flexible

**11. What type of property or room is this for?**

- Residential — home or apartment
- Commercial — office, shop, or venue
- Hospitality — hotel or restaurant
- Other (please specify)

**12. Would you like protective coatings or aftercare (e.g., sealant for bathrooms or kitchens)?**

- Yes, please include
- No, not needed
- Unsure — need advice

•



## Vinyl, Textile & Fabric Wallcoverings

**1. What type of wallcovering are you using?**

- Vinyl (washable or commercial-grade)
- Textile or silk finish
- Fabric-backed vinyl
- Grasscloth or natural weave

**2. What's the intended environment?**

- Residential interior
- High-traffic commercial area
- Hospitality (hotel, restaurant, etc.)
- Bathroom or kitchen (moisture-resistant needed)

**3. Who is supplying the wallcovering materials?**

- Client
- Installer
- Split supply (client provides, installer sources extras)

**4. How many walls or rooms require coverage?**

- Single feature wall
- 1–2 rooms
- Full property or commercial space
- Unsure — needs site visit

**5. Do existing walls need preparation?**

- Smooth and ready
- Requires lining paper

- Needs filling or sanding
  - Damp or damaged areas present
6. **Are there seams or joins that need to be pattern-matched?**
- No pattern
  - Simple repeat
  - Complex or mural alignment
7. **Are there obstacles (sockets, alcoves, trim) requiring precision cutting?**
- Yes, several
  - A few
  - No, flat surfaces only
8. **Do you require any special adhesives or treatments?**
- Standard adhesive
  - Heavy-duty / commercial glue
  - Eco or low-VOC adhesive
9. **Would you like protective coating or surface sealing applied after installation?**
- Yes
  - No
  - Not sure — need advice
10. **Preferred completion timeframe?**
- Within a week
  - 2–3 weeks
  - Flexible
- 

## Acoustic Wall Panels

1. **What's the primary purpose of the acoustic panels?**
  - Soundproofing (noise reduction)
  - Acoustic treatment (echo control)
  - Aesthetic / design feature
  - Combination
2. **Where will panels be installed?**
  - Office or meeting room
  - Music studio or home cinema
  - Restaurant or bar
  - Residential living area
3. **Preferred panel material or finish?**
  - Fabric-wrapped

- Felt or polyester
- Timber-slat acoustic
- Decorative printed panels

**4. What level of acoustic performance do you need?**

- Light noise control
- Moderate absorption
- Professional-grade soundproofing

**5. Do you already have the panels, or should the installer supply them?**

- I'll provide
- Installer to supply
- Both

**6. Panel mounting preference?**

- Wall-mounted
- Ceiling-suspended
- Freestanding partitions

**7. Approximate wall or ceiling area to be covered?**

- Less than 10m<sup>2</sup>
- 10–25m<sup>2</sup>
- 25m<sup>2</sup>+
- Unsure — needs assessment

**8. Do you want integrated lighting or hidden fixings?**

- Yes — include design integration
- No — standard installation
- Open to advice

**9. Colour or design style preference?**

- Neutral tones
- Custom colours or branding
- Natural wood finish
- Mixed aesthetic

**10. Is this part of a new fit-out or a retrofit?**

- New build / fit-out
- Existing space upgrade



## Alignment & Trimming Perfection

**1. What type of wallcovering alignment is required?**

- Standard wallpaper

- Patterned or mural wallcovering
- Multi-panel textile or fabric alignment
- Decorative wall panelling

**2. What level of precision or finish do you expect?**

- Standard domestic finish
- Premium / designer precision
- Exhibition or commercial-grade alignment

**3. Are there complex corners, beams, or niches to trim around?**

- Yes, multiple
- A few
- No, flat surfaces

**4. Will trimming be required around sockets, switches, or mouldings?**

- Yes — detailed trimming needed
- No — clear wall surfaces

**5. What is the wall condition?**

- Smooth and ready
- Slight imperfections
- Uneven or cracked — needs prep

**6. Do you require edge protection or finishing trims?**

- Yes — metal or plastic trims
- No — clean edge finish
- Not sure — need advice

**7. Is this alignment part of a larger decorating project?**

- Yes — part of full redecoration
- No — alignment only

**8. How large is the area requiring precision trimming?**

- Small (under 10m<sup>2</sup>)
- Medium (10–30m<sup>2</sup>)
- Large (30m<sup>2</sup>+)

**9. Is photographic or patterned artwork involved?**

- Yes — high alignment precision needed
- No — standard pattern

**10. When do you need completion?**

- Urgent (1 week)
- Within 2–3 weeks
- Flexible

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# FLOORING, TILING & SURFACE WORKS

## 1. Floor Installation

### Timber & Hardwood Flooring

1. **What type of timber flooring are you installing?**

- Solid hardwood
- Engineered wood
- Reclaimed or rustic boards
- Outdoor decking-style timber

2. **Will the installer need to remove old flooring first?**

- Yes
- No
- Unsure — need assessment

3. **What is the subfloor type?**

- Concrete
- Timber joists
- Existing tiles or vinyl
- Not sure

4. **Preferred timber finish:**

- Natural matte
- Satin / semi-gloss
- High-gloss
- Pre-finished boards

5. **Do you need underlay or insulation installed?**

- Yes, acoustic underlay
- Yes, thermal insulation
- No underlay required

6. **Will the floor need staining, oiling, or varnishing after fitting?**

- Yes
- No
- Unsure — want advice

7. **Approximate area to cover:**

- Under 20m<sup>2</sup>
- 20–50m<sup>2</sup>
- 50–100m<sup>2</sup>

100m<sup>2</sup>+

**8. Is this for:**

- Residential home
- Commercial / retail
- Hospitality venue

**9. Preferred installation timeframe:**

- Within a week
  - 2–3 weeks
  - Flexible
- 



## Engineered & Laminate Systems

**1. Which type of system are you fitting?**

- Engineered click-lock
- Laminate floating floor
- Glue-down engineered boards

**2. Are materials supplied or should the installer provide them?**

- I'll supply
- Installer to supply
- Need help choosing

**3. Subfloor condition:**

- Level and dry
- Minor uneven spots
- Needs repair or self-levelling

**4. Do you require underlay or moisture barrier?**

- Yes — acoustic underlay
- Yes — vapour barrier
- No underlay needed

**5. Will old flooring need removal?**

- Yes
- No
- Unsure

**6. Room type or usage:**

- Living space / bedroom
- Kitchen / hallway
- Commercial space

- 7. Edge detail preference:**
    - Standard beading
    - Skirting board removal & refit
    - Flush finish
  - 8. Do you require trims, thresholds, or stairs to match?**
    - Yes
    - No
  - 9. When do you need the work completed?**
    - Within 1 week
    - Within 2–3 weeks
    - Flexible
- 

## Vinyl, Linoleum & LVT Flooring

- 1. What type of flooring are you fitting?**
  - Sheet vinyl
  - Luxury vinyl tile (LVT)
  - Linoleum (eco/natural)
- 2. Area type:**
  - Residential
  - Commercial
  - Hospitality / high-traffic
- 3. Do you need old flooring removed first?**
  - Yes
  - No
- 4. Subfloor condition:**
  - Smooth and level
  - Needs minor prep
  - Requires full screed
- 5. Pattern or layout preference:**
  - Straight plank or tile
  - Diagonal or herringbone
  - Custom design / borders
- 6. Adhesive type preferred:**
  - Glue-down
  - Loose lay / click system

Floating

**7. Would you like coved skirting or welded joints (for hygiene)?**

- Yes — coved skirting
- No — standard finish
- Unsure — need advice

**8. Approximate area to cover:**

- <20m<sup>2</sup>
- 20–50m<sup>2</sup>
- 50m<sup>2</sup>+

**9. Will you supply the material?**

- Yes
- No
- Not sure yet

**10. When does the work need to start?**

- ASAP
  - Within 2 weeks
  - Flexible
- 

## Parquet & Herringbone Layouts

**1. What type of parquet pattern are you installing?**

- Herringbone
- Chevron
- Basketweave
- Versailles or custom pattern

**2. Material choice:**

- Solid wood blocks
- Engineered wood parquet
- LVT / vinyl parquet style

**3. Will subfloor need levelling or prep?**

- Yes
- No
- Unsure — site visit needed

**4. Do you require staining or finishing after installation?**

- Yes
- No

Unsure

**5. Pattern alignment preference:**

- Simple centre layout
- Room border or framing
- Continuous through rooms

**6. Are skirting boards being replaced or refitted?**

- Replace
- Refit
- Keep existing

**7. Approximate area to install:**

- <20m<sup>2</sup>
- 20–50m<sup>2</sup>
- 50–100m<sup>2</sup>
- 100m<sup>2</sup>+

**8. Preferred finish:**

- Natural matte
- Satin / oiled
- Gloss lacquered

**9. Do you require matching stairs or transitions?**

- Yes
- No

**10. When should installation take place?**

- Urgent
- Within 3 weeks
- Flexible



## Floating Floors & Click Systems

**1. What type of floating floor are you installing?**

- Laminate
- Engineered wood
- LVT / vinyl click
- Cork or bamboo

**2. Do you have underlay specified?**

- Acoustic
- Thermal
- Standard foam

None yet

**3. Existing flooring removal required?**

- Yes
- No
- Not sure

**4. Subfloor type:**

- Concrete
- Timber
- Mixed surfaces

**5. Trim and edge finish preference:**

- Beading
- Skirting refit
- Flush edge

**6. Is this part of a renovation or new build?**

- Renovation
- New build

**7. Area to cover:**

- <20m<sup>2</sup>
- 20–50m<sup>2</sup>
- 50m<sup>2</sup>+

**8. Will you supply materials?**

- Yes
- No
- Unsure

**9. Do you require matching thresholds or stairs?**

- Yes
- No

**10. Preferred completion date:**

- ASAP
- Within 2–3 weeks
- Flexible



## Concrete & Microcement Flooring

**1. What type of surface are you planning?**

- Polished concrete

- Microcement overlay
- Decorative / tinted concrete
- Epoxy hybrid surface

**2. Where will this floor be installed?**

- Residential interior
- Outdoor terrace
- Commercial area

**3. Substrate condition:**

- Existing concrete slab
- Tiled or timber surface
- New base required

**4. Desired finish:**

- Smooth polished
- Matt industrial
- Textured or slip-resistant

**5. Colour / tone preference:**

- Light grey / neutral
- Warm tone
- Dark / dramatic

**6. Do you need expansion joints or crack repairs?**

- Yes
- No
- Unsure

**7. Will underfloor heating be integrated?**

- Yes
- No

**8. Area size:**

- <20m<sup>2</sup>
- 20–50m<sup>2</sup>
- 50m<sup>2</sup>+

**9. Sealing or coating required after finish?**

- Yes — satin sealer
- Yes — high-gloss
- No seal required

**10. When should work start?**

- Urgent
- Within a few weeks
- Flexible

- 

## **2. Floor Preparation**

- Subfloor levelling & screeding
- Damp-proof membranes
- Acoustic underlay installation
- Floor insulation layers
- Expansion joints & edging

## **3. Stone & Tile Flooring**

- Ceramic & porcelain tiles
- Natural stone (marble, granite, travertine)
- Mosaic tile layouts
- Outdoor paving & terrace tiles
- Anti-slip & pool-edge surfaces

## **4. Wall & Decorative Tiling**

- Bathroom & kitchen splashbacks
- Feature wall tiling
- Patterned & geometric layouts
- Marble, glass & mosaic walls
- Decorative borders & trims

## **5. Floor Finishing & Restoration**

- Sanding & polishing
- Re-grouting & sealing

- Floor staining & oiling
  - Crack & chip repair
  - Deep cleaning & restoration
- 

## **LANDSCAPING & OUTDOOR WORKS**

### **1. Garden Design & Build**

- Full landscape design & planning
- 3D visualisation & concept boards
- Mediterranean & drought-tolerant gardens
- Tropical & lush planting schemes
- Zen or minimalist gardens
- Garden renovation & transformation

### **2. Patios, Driveways & Paving**

- Patio & terrace construction
- Driveway surfacing (gravel, resin, paver)
- Stone or concrete paving
- Pool surrounds & edging
- Retaining walls & planters
- Steps, ramps & transitions

### **3. Fencing, Walls & Boundaries**

- Timber, composite & metal fencing
- Privacy screens & trellises

- Masonry or rendered boundary walls
- Garden gates & access systems
- Wall repairs & repainting

## 4. Garden Structures & Features

- Pergolas, gazebos & canopies
- Decking & terraces
- Outdoor kitchens & BBQ areas
- Firepits & seating zones
- Water features & ponds
- Sheds & garden rooms

## 5. Irrigation, Lighting & Drainage

- Sprinkler & drip systems
  - Rainwater harvesting
  - Greywater reuse systems
  - Garden lighting design & install
  - Outdoor socket & power setups
  - Drainage layout & grading
- 

# HANDYMAN & DIY JOBS

## 1. Furniture Assembly & Installation

- Flatpack assembly
- Custom fit-out assembly

- Dismantling & relocation
- Wall-mounted furniture setups

## **2. Repairs & Fixes**

- Door hinge & handle repairs
- Cracked tile & plaster fixes
- Leak sealing & silicone replacement
- Wall patching & paint touch-ups

## **3. Mounting & Hanging**

- TV wall mounting
- Curtain poles & blinds
- Shelves, mirrors & artwork
- Bathroom fittings (towel rails, holders)

## **4. Small Carpentry & Adjustments**

- Trim & threshold installation
- Planing swollen doors
- Small furniture modifications
- Window & door alignment

## **5. General Help & Odd Jobs**

- Heavy lifting & moving assistance
- Garden or terrace tidy-ups
- Re-sealing or re-caulking
- DIY support or installation help

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# **CLEANING & MAINTENANCE SERVICES**

## **1. Post-Construction Cleaning**

- Builders' clean (dust, debris removal)
- Paint & adhesive residue removal
- Surface polishing & protection

## **2. Deep Cleaning**

- Kitchens & bathrooms
- Upholstery & carpet steam cleaning
- Floor stripping & resealing
- Odour removal treatments

## **3. Outdoor & Pressure Washing**

- Driveways, terraces & paths
- Wall & facade cleaning
- Roof & gutter washing
- Pool area deep clean

## **4. Regular Cleaning**

- Residential & holiday rental maintenance
- Commercial & office cleaning
- Scheduled weekly / monthly cleans
- Check-out or seasonal deep cleans

## **5. Maintenance & Property Care**

- Routine inspections & checks
  - Lightbulb, filter & fixture replacement
  - Minor repair & maintenance works
  - Annual upkeep contracts
- 

## **ARCHITECTURE & DESIGN SERVICES**

### **1. Architectural Design & Planning**

- Concept sketches & design development
- 2D plans, elevations & sections
- 3D visualisation & rendering
- Space planning & layout optimisation
- Sustainable / eco-building design
- Passive solar & energy-efficient architecture
- Building regulation & compliance drawings
- Planning permission submissions

### **2. Structural & Civil Engineering Support**

- Structural load calculations
- Foundation & framing design coordination
- Reinforcement & steelwork detailing
- Retaining wall & footing design
- Site grading & drainage planning
- Geotechnical assessments

### **3. Landscape & Outdoor Architecture**

- Garden & outdoor space masterplanning
- Hardscape & softscape integration
- Water management & irrigation systems
- Outdoor lighting design
- Green roof & eco-surface design
- Public realm or commercial landscaping

### **4. Sustainable & Environmental Design**

- Solar gain analysis & shading strategy
  - Natural ventilation design
  - Thermal efficiency reports
  - Renewable energy integration
  - Use of sustainable materials
- 

## **PROJECT MANAGEMENT & CONSULTATION SERVICES**

### **1. Feasibility & Cost Planning**

- Initial consultation & site appraisal
- Budget forecasting & timeline development
- Material sourcing estimates
- Value engineering & efficiency planning
- Risk & contingency analysis

## **2. Project Coordination**

- Contractor & subcontractor scheduling
- Procurement & supplier management
- Daily progress tracking & reporting
- Health & safety supervision
- Document control & record keeping

## **3. Client Representation**

- Acting as client liaison
- Progress & quality inspections
- Budget control & approval sign-off
- Change order management
- Final snagging & handover

## **4. Technical Consultancy**

- Building regulation compliance reviews
- Specification writing & documentation
- Tendering & bid evaluation
- Quality control audits
- On-site technical problem solving

## **5. Post-Completion Services**

- Maintenance schedules & manuals
- Warranty & handover documentation
- Post-occupancy evaluations

- Energy or performance assessments
- 

## INTERIOR STYLING & CUSTOM FURNITURE

### 1. Interior Design & Styling

- Mood boards & concept curation
- Space planning & furniture layout
- Colour palette & material selection
- Lighting design & ambience planning
- Art, accessory & decor styling
- Residential, commercial & hospitality interiors

### 2. Bespoke Furniture Design

- Custom cabinetry & shelving
- Dining tables, counters & consoles
- Upholstered seating & soft furnishings
- Reclaimed or sustainable furniture builds
- CNC-cut or laser-detailed pieces

### 3. Fit-Out & Installation

- On-site furniture assembly
- Built-in unit fitting
- Finishing, staining & polishing
- Space styling & staging

### 4. Renovation & Re-Styling

- Furniture restoration & refinishing
  - Reupholstery & fabric replacement
  - Interior refresh & modernisation
  - Brand or theme re-design for venues
- 

## **LEGAL & PROPERTY SERVICES**

### **1. Property Documentation & Regulation**

- Land registry & title checks
- Property transfers & ownership updates
- Building permits & compliance checks
- Licence applications (works, occupation, events)
- Planning appeals & consultations

### **2. Contract & Legal Support**

- Construction contracts (JCT / FIDIC etc.)
- Subcontractor agreements
- Payment schedules & disputes
- Arbitration & mediation services
- Health & safety compliance documentation

### **3. Surveying & Valuation**

- Structural surveys
- Condition & defect reports
- Valuations & appraisals

- Measured building surveys
- Snagging lists & photographic documentation

## **4. Property Management & Sales Support**

- Buyer & vendor representation
  - Due diligence checks
  - Leasehold & rental contract advice
  - Inventory creation & inspections
  - Energy certification & sustainability audits
- 

1. Tiler (6 subcategories, 27 micro-categories)

Floor Tiling

Bathroom floor tiling  
Kitchen floor tiling  
Hallway & entrance tiling  
Living area floor tiling  
Outdoor patio tiling  
Wall Tiling

Full bathroom wall tiling  
Kitchen backsplash  
Feature wall tiling  
Shower enclosure tiling  
Specialist Tiling

Mosaic installation  
Large format tile installation  
Natural stone tiling  
Heated floor installation  
Tile Repair & Maintenance

Cracked tile replacement  
Grout cleaning & resealing  
Re-grouting services  
Tile leveling & lippage correction  
Commercial Tiling

Restaurant & cafe tiling

Office reception tiling

Retail space tiling

Outdoor Tiling

Patio & deck tiling

Pool surround tiling

Garden pathway tiling

2. Roofer (5 subcategories, 25 micro-categories)

Roof Installation

Flat roof installation

Pitched roof installation

Tile roof installation

Slate roof installation

Metal roof installation

Roof Repair

Leak detection & repair

Tile replacement

Flashing repair

Storm damage repair

Roof Maintenance

Gutter cleaning & maintenance

Roof cleaning & moss removal

General roof inspection

Preventative maintenance

Specialist Roofing

Skylight installation

Roof window installation

Solar panel roof integration

Green roof installation

Chimney repair & maintenance

Commercial Roofing

Warehouse roofing

Industrial roof repair

Commercial flat roofing

Office building roofing

Retail premises roofing

3. Plasterer (5 subcategories, 23 micro-categories)

Interior Plastering

Full room plastering

Ceiling plastering

Wall skimming  
Patch repair plastering  
Decorative Plastering

Cornice & coving installation  
Decorative molding  
Venetian plaster finish  
Textured wall finishes  
Exterior Rendering

Full house rendering  
Patch rendering repair  
Pebbledash application  
Smooth render finish  
Plaster Repair

Crack repair  
Water damage restoration  
Blown plaster removal & replacement  
Historical plaster restoration  
Drywall & Partitioning

Stud wall installation  
Plasterboard installation  
Soundproofing walls  
Fire-rated partition walls  
Ceiling installation (suspended/false)  
Office partition installation

## 5. HVAC (4 subcategories, 17 micro-categories)

### Heating Systems

Central heating installation  
Boiler replacement  
Radiator installation  
Underfloor heating installation  
Air Conditioning

Split system AC installation  
Ducted air conditioning  
Multi-split AC systems  
AC repair & maintenance  
Ventilation

Bathroom extractor fan installation  
Kitchen ventilation system  
Whole-house ventilation  
Commercial ventilation systems

## Maintenance & Servicing

- Annual boiler service
- HVAC system inspection
- Filter replacement & cleaning
- Emergency HVAC repair
- Energy efficiency audit
- System upgrade consultation

## 6. Handyman (4 subcategories, 16 micro-categories)

### General Repairs

- Door repairs & adjustments
- Window repairs
- Cabinet & drawer repairs
- Skirting board installation
- Assembly & Installation

- Flat-pack furniture assembly
- Shelf & bracket installation
- Curtain rail & blind fitting
- TV wall mounting
- Outdoor Maintenance

- Fence repair & installation
- Shed assembly
- Decking repairs
- Gate installation & repair
- Odd Jobs

- Picture & mirror hanging
- Draft proofing
- Minor leak fixes
- General property maintenance

## 7. Commercial Projects (5 subcategories, 20 micro-categories)

### Office Fit-Outs & Refurbishment

- Full office fit-out
- Partition & meeting room installation
- Reception area design & build
- Office cabling & IT infrastructure
- Retail & Hospitality

- Boutique & showroom design
- Pop-up shop fit-out
- Hotel room refurbishment

Shop front installation  
Restaurant & Bar Builds

Restaurant interior build-out  
Commercial kitchen installation  
Bar counter & seating areas  
Outdoor dining area construction  
Healthcare & Specialist Facilities

Medical clinic fit-out  
Dental practice construction  
Gym & fitness center build  
Spa & wellness facility  
Commercial Maintenance & Repairs

Scheduled building maintenance  
Emergency repair callout  
Facility management services  
Commercial cleaning coordination

## 8. Interior Designer (6 subcategories, 24 micro-categories)

Residential Design

Full home interior design  
Living room design  
Bedroom design & styling  
Kitchen design consultation  
Room-Specific Design

Bathroom design  
Home office design  
Nursery & children's room  
Dining room styling  
Color & Material Consultation

Color scheme consultation  
Flooring selection advice  
Lighting design plan  
Fabric & textile selection  
Space Planning

Furniture layout planning  
Small space optimization  
Open-plan living design  
Storage solutions design  
Styling & Decoration

Home staging services  
Seasonal styling refresh  
Art & accessory curation  
Window treatment design  
Commercial Interior Design

Office interior design  
Retail space design  
Restaurant & cafe design  
Hotel & hospitality interiors

#### 9. Kitchen & Bathroom (5 subcategories, 24 micro-categories)

Full Installations

Complete kitchen installation  
Full bathroom installation  
Ensuite bathroom installation  
Wet room installation  
Kitchen Services

Kitchen cabinet installation  
Worktop replacement  
Kitchen appliance installation  
Kitchen island installation  
Bathroom Services

Shower installation  
Bath installation & replacement  
Sink & vanity installation  
Toilet installation  
Tiling & Surfaces

Kitchen tiling  
Bathroom tiling  
Splashback installation  
Waterproofing  
Fixtures & Fittings

Tap & faucet installation  
Bathroom accessory fitting  
Extractor fan installation  
Heated towel rail installation  
Mirror & lighting installation  
Storage unit installation  
Towel rail & radiator installation  
Underfloor heating (kitchen/bathroom)

microcementing

