Concerning the documentation, I have the following approach.

**Depending on the customer and the project, the communication processes can differ. We always discuss this process, as well as the project:**-The client tells his story

-According to this story the specification is written

-Mock-UPS are created

-If the specification was prepared by us, the customer gives the confirmation that this is exactly what he wants

-We also agree with the customer what percentage of code should be covered by tests and comments (this affects the time, of course) and how often we'll organize the meetings

-The work is divided into several stages

-Then the program itself is being written

-In accordance with the agreed parameters the review or test is added

-In accordance with the agreed plan the meetings are held

**We work in Agile and standardly it looks like this:**

The client gives the specification

We discuss  the time and cost

We coordinate the work plan in 2 week sprints form

During the development period:

We do daily updates of statuses for tasks

Weekly Skype calls are necessarily held

The results of the call are documented and sent by the e- mail to all of the participants so that everyone could be aware of  the results of Skyping.

**We use the RedMine or Jira project management system, integrated with Git**. All tasks are described and agreed through them. You can always find what code applies to which task, who did it , what were the comments. You will not have any support problems, as you will have a complete history of the development of the originally described task to the final code and all the history of changes.