

Important Information & Terms for Clients

By **Kenny Fraser**

Freelance Front End Web Designer, Developer & Marketer
(trading as **Web Business Services**)

www.kennyfraser.com

Document last reviewed: **26 April 2017**

Online location of this file: <https://keni.co/clients>

This guidance is to clarify the joint working method that I've found gets you the best results and value that I can provide, and gives me the ability to best support the range of clients I regularly work with. Web design and development freelancers or agencies work in various ways so I'm offering this in our mutual best interests after years of experience. You may have worked with me on an *ad hoc* basis in the past, but this is what's available going forward.

This document is meant to be direct but some aspects might be negotiable so if you're unsure let's talk.

*Just to be clear, **Content** refers to the substance of your website which you provide me with. This could include text copy, digital photos, graphic images, Office and pdf files, data files and other elements. I'd prepare these in a web-based format and design a navigation around them.*

Work Philosophy

Websites are complicated, time-consuming things. Open-ended timescales with ill-defined goals and unrealistic budgets are problematic for both sides. Every project has unique requirements which tend to change through the course of the work – this is natural and we should gear our way of working around it.

I've found it's impossible to set an accurate final budget or timescale for a custom-built website. Scope of work can 'creep', time and costs can start to balloon. One of us will lose out in time, money or results if we've committed to a budget that's proved to be wrong.

"But I know what I want, why can't you just give me the price for building it?"

You might have in your mind some idea of how your 'finished' website should work and what it should look like, but how well defined is it and how ready are you to communicate that accurately to me?

I'd recommend instead to imagine your project as an organically evolving creation which should respond to demands you may not have anticipated in the beginning. Probably there's no such a thing as a finished website project - not one which holds increasing interest for your visitors anyway, just one that's working adequately at that point in time.

I think the answer to overwhelm is to keep work goals realistic by making them relatively small and quickly achievable. We'll set goals of 'deliverables' over fairly short 'work blocks' with invoicing and payment, review the results and decide on the next step from there.

Regular, iterative development based on feedback is much more likely to shape your site into something of real value to you and your visitors. This isn't an original idea, lots of Agile software developers have been using this process for many years:

"Release early. Release often. Listen to your customers."

Working in short timescales allows us to change direction without having to adhere to a rigid master plan. A new site can be released early in a simple form, to be built on further in incremental stages which are easier to imagine and define. It's under control, you can re-evaluate regularly and take a break on development at any time without being tied in to an ambitious contract. I get a good idea of what you're expecting from me in each block, and I can concentrate for a sustained period without distraction so I can produce good results.

As long as you're happy with the value of what I produce for you, you can ask me to keep working. If you decide you're not getting the value, we're likely to be able to settle up without disagreement and move on. You can put the project on hold or find someone else to continue it further, and I won't have invested unpaid working time. If you decide to do this, everything I've provided as a deliverable will be fully accessible, both to you and to other web developers.

I no longer charge by the hour because it means our incentives are fundamentally opposite. It'd be in my interests to work for as long as possible, and in your interests to engage me for as short a time as possible. I don't get rewarded for working more efficiently. You don't know how long a job's going to take, and hence the final cost. Better that we agree on the deliverable, then I'll spend as much time as it takes to get that to you.

Project Work Pricing & Scheduling

I offer blocks of fixed-fee, fixed-period Project work for site development. Blocks last one week, Monday to Friday, and I'm contactable within regular 9-5 working hours. Ask me what the current fee for one of these blocks is and when the next is available. The fee is not an estimate that could go up or down, it's a final amount, and a week's block is the minimum amount of one-off work you can engage me for. As a measure of good faith, I don't ask for any deposit before the work is complete, just prompt payment for blocks completed. Each block would be invoiced in retrospect on the Friday afternoon (I don't charge VAT) and I'd need full payment for a block before progressing to the next one.

We'd agree the exact scope of work in advance, in as much detail as possible. During this week I'd work towards this defined 'deliverable', with your co-operation. You can't add to the scope during the week but we can adjust something if it's important.

As my first priority client that week, I'd dedicate the best part of my working time to your Project - not all week nor most of my time necessarily, just the best part. I wouldn't be working on your Project exclusively as I also need to keep up with work for other clients who are on a Maintenance agreement. The aim is still to produce the agreed deliverable by the end of the week.

You'll be able to contact me throughout each day with anything I need to progress. Please be ready to respond promptly to any requests I have through the week, and be prepared with material that I need. If I'm waiting for essential copy, design briefs, account access details or general answers from you, this will hold up progress. You may want to ensure you have enough of this information ready before you book me for a block.

I'm not offering a service charged by time whenever I happen to be doing your work. Due to the collaborative nature of most Projects, it's unusual that I can work for days on end without needing something back from you, so my progress is dependent on your availability. If I don't get what I need from you during the week and we fall short of the deliverable, the block doesn't extend and you'll still need to pay me for it. You're getting my presence and skills over a set period, and if you don't use them, you lose them – the same as if I was a salaried employee in your business.

You can book me for the next available block at any time. Weeks can be consecutive if available, or spaced out to allow you to review the work and prepare further design ideas or content. Normally I need to set up a development environment to work on a particular Project, which takes time but can be kept open for any week that you book me for.

If you're not engaging me on a work block, I'll still be available for quick and general queries to help you progress, normally at the beginning and end of the day. Because of the additional environment setup time, I won't be available for

coding or anything specific or time-consuming, since I'll be focusing on another client's Project work in their development environment.

As an example, if you have a batch of content all prepared and ready to integrate into web form, this could form the first one or two work blocks. The result can even be released at that point into an introductory site. Once you have further content prepared for a later block, this can build on the introductory site which can be updated. If an early block doesn't deliver a releasable product I'm confident that I can still provide enough value for you to be happy to progress to the next block.

I'll provide a web address (URL) where you'll be able to review the work-in-progress. Once your Project is up and running, we can continue to work in weekly blocks for further development, agree on Maintenance work to keep things ticking over, or both.

Maintenance Work Pricing & Scheduling

Maintenance work is charged at a fee of £100 quarterly or bimonthly, or multiples of £100 monthly - depending on your requirements. Work would be invoiced at the start of the period, with payment due before the end of the period.

This work consists of routine monitoring and reporting on your established Project to help you make decisions, or regular development tasks which don't qualify as one-off Project blocks. Think of it like an insurance policy to ensure that important aspects of your ongoing web presence are going to be covered.

We'd discuss in advance what scope of work you need, depending on your existing arrangements, priorities and what you'll be able to cover yourself. I'd provide a budget that will cover the work over each period. Budget and scope can be adjusted up or down for following periods, depending on requirements – there's no lock-in beyond the current Maintenance period. Depending on the frequency of regular tasks, I might be doing more work one month than the next, but it averages out.

As examples of Maintenance work, responsibilities could include:

- **monitoring** your domain and hosting renewal requirements
- **upgrading** your hosting account and content management system for security
- **implementing** ways to enhance site performance (speed)
- **introducing** additional features of functionality
- **creating** visual or textual content
- **updating** content
- **optimising** content for search engines (SEO)
- **analysing** visitor behaviour for content prioritisation (Google Analytics)
- **sharing** of most relevant statistical reporting

- **registering** with Google search indexing (Search Console)
- **supporting** you with general website or email-related technical issues
- **communicating** with third party web providers supporting your business
- **documenting** your web-based account access details and storing them securely
- **investigating** technical solutions to ‘pain points’ of your business’s web process
- **assisting** with a regular email or social media marketing campaign

Some of the less specific, more open-ended work (such as *“supporting you with general website or email-related technical issues”*) doesn’t allow you unlimited access to my time. We may need to review your budget during the course of a maintenance period if this work grows too large.

You’ll be able to send me questions during the week, but I won’t be able to respond immediately if I’m working on a Project as this takes priority. Rest assured that I’ll have your routine work scheduled into our task management system and will let you know progress.

Task Management

I’ll be consulting directly with you as the single point of contact for your business or company, for final decisions on any work that I produce. You’ll have weekly opportunities to review and provide feedback. We’ll use email, talk by phone/videocall, use screensharing for demonstration or training, and I’ll visit your office or site if necessary. You can send me material at any time and I’ll keep it organised.

I use a task management system called [Basecamp](#) for project planning, private and secure communication, and sharing of content. Basecamp is the leading system of its kind and keeps jobs, responsibilities and materials organised into threads for easy reference. I’ll provide our account so we can communicate, share information and view progress at any point.

Basecamp will show you what’s on my ‘to-do’ list with an expected schedule. The more you use it, the more it helps me to get your work done most efficiently. If you prefer to stick to email that’s fine, messages will often still be recorded in Basecamp for the record.

Important security details such as login usernames and passwords that I collect for your website-related accounts can also be kept up to date in Basecamp, in a password-protected pdf file for safety.

If you think work has stalled, it’s a good idea to double check your Basecamp messages for any unanswered questions that may have been lost in your email inbox. Often I can’t progress with work until I get a response, and in order to

keep working I need to switch to another job. You won't always get me at short notice on the phone as I need to set aside time to concentrate on coding.

Domain Registration, Site Hosting & Other Services

You'll need a domain name at an early stage. I'd recommend either a *.com* or *.co.uk* domain, or *.org* if your business is non-profit. Search engines use the words in the domain name as a ranking factor, so try combinations of various keywords specific to your business. Bear in mind that you can register relatively cheaply all of the main domains for a couple of keywords and direct them all to one site - this is also a good idea to prevent confusion with other websites that may register a related domain in future.

If you don't already have website hosting I can help to open a suitable account on your behalf at any preferred provider, and then set up your site there with any additional services such as email addresses. If you're using a CMS, this may have specific host server requirements which I can assist with, or you may prefer to deal directly with the hosting company yourself.

Subsequent to this setup, the maintenance of this host server account will be up to you. It's not necessary but usually preferable to reduce renewal admin by keeping your domain registration along with your site hosting provider.

I can alternatively offer to host your site on my own managed server, which brings benefits of additional control to optimise your site for significantly better performance. This hosting is also of higher hardware specification compared to standard shared hosting accounts at a similar price level. I can't offer you email under your domain on this server, nor video hosting, because they can consume too many resources. There are other ways for you to obtain these services though, for example Google Apps or YouTube. I won't charge for hosting while your site is in development.

I'd recommend investing in an SSL secure certificate to cover your domain with the *https* protocol. This is becoming more common for perception of browsing security now and is also a search engine ranking factor.

Generally it's best for you rather than me to maintain billing arrangements directly with any third party service providers of hosting, domains, shopping carts, payment gateways, secure certificates, images etc. Although there's more admin for you in renewal of these services when necessary, you'll be obtaining them at cost and ownership remains with you, so you'll have control over the continuity of service if I'm no longer in the picture. Remember though that unpaid bills here could mean (at worst) permanent loss of your site and domain name if time limits expire.

Content Management Systems & Static Sites

A content management system (CMS) simplifies the secure entry, updating and removal of website content by your approved users, without requiring specialist knowledge of HTML code. If you need a CMS I can recommend one suited to your initial requirements. Alternatively, you can use another CMS which we agree on. Bear in mind that the more complex the CMS usage, the higher your technical overhead may be, and the less likely your website will display quickly and efficiently. A CMS will need regular upgrading for optimum security, performance and features, so allowance for this maintenance cost should be considered.

Often I build 'static' sites (as opposed to 'dynamic' CMS-based sites), which require minimal server-side processing so offer significant performance benefits. This kind of site is simpler, quicker and cheaper to build, is easily portable across hosting providers, and doesn't require ongoing CMS upgrades. All of your content is still modifiable, however for minor and infrequent alterations it's quicker and easier for me to make the changes to the source code of the content as part of a Maintenance agreement. If need be, you or anyone else with access to the site files and a certain degree of technical knowledge of HTML & CSS would also be able to make these code-based changes.

Your Content

I'm not responsible for writing your original text content, taking photos or creating sophisticated graphic elements like logos, icons or ads for you. Normally you'd supply me with these, created elsewhere, to work with. Occasionally though I can offer to write copy, take photos or videos and create graphics where you really need this service.

Text content should either be provided as structured but unformatted plain text (for example in a .txt file or as email text) or saved directly into your content management system if you have one. You should supply photographs in a digital raster format such as .jpg, as the original version or in as high a resolution as possible. I will probably apply some image processing to optimise for web viewing. You should supply other graphic files in an editable vector format where possible. If you choose to buy stock photographs I can suggest libraries. Video should be supplied in a standard format.

Ideally as much real content as possible is preferable at an early stage, so the design can be built around the content as much as possible, rather than the other way around. What's most important at an early stage is to organise the priority of your content. Instead of fitting your content into pre-defined pages, we can decide what pages to create from the initial content you provide.

Design

I deliver templates developed from HTML5 markup, CSS3 styling, JavaScript/jQuery for behaviour, and for server-side generation most often PHP/MySQL. I create flexible responsive layouts and look-and-feel designs that adapt to the complete range of screen sizes and the capabilities of most web-enabled devices.

The CSS styling takes care of the majority of the 'look and feel' of the site. I normally create designs iteratively, using static wireframe ('mockup') plans and style guides, followed by development pages which evolve into the final coding. The wireframes are for layout planning and content prioritisation, and the style guides indicate a look-and-feel direction (colour, texture and typography).

Initially a general page design overview can be useful, however final design would come after your content is sorted out. I don't find it efficient to go into detail with colours, layouts, fonts etc at an early stage. These are actually fairly quickly and easily interchangeable later - what's most important early on is how your content is organised and prioritised.

If you have a designer that you like to work with who has prepared a mockup of a website for you in Photoshop or a similar program, I can code that into a web format, within reason, however be prepared for this design to evolve further.

Browser Testing

Browser testing no longer means attempting to make a website look the same in browsers of different capabilities or on devices with different size screens. It does mean ensuring that a person's experience of a design should be appropriate to the capabilities of a particular browser or device.

I test work in current versions of major desktop browsers including those made by Apple (Safari), Google (Chrome), Microsoft (Edge & Internet Explorer 11), Mozilla (Firefox) and Opera. Most of these browsers automatically upgrade themselves these days. Internet Explorer is more problematic than other browsers [but is rapidly disappearing](#). I'll ensure IE version 11 users get a functional experience but I won't be optimising your site for specific IE versions.

I test work in the most popular mobile operating systems and devices, including iPhone, iPad and Android phones and tablets. I don't test in older or minor desktop browsers, nor in Blackberry, Opera Mobile, Symbian or other less popular mobile browsers.

That's all!