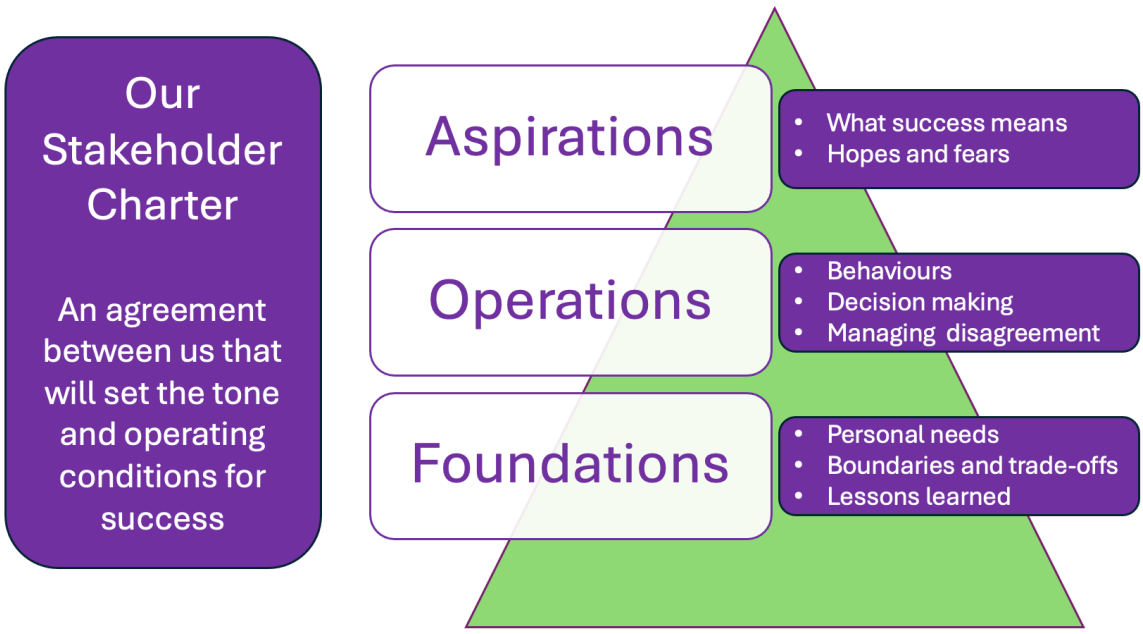
STAKEHOLDER CHARTER



The purpose of this charter is to capture our joint ASPIRATIONS, and the hopes and fears that lie beneath these.

It recognises that success will be built on the FOUNDATIONS of a mutual understanding and respect of our individual needs, and the significant lessons we have learned from previous projects.

Finally, the section on OPERATIONS summarises our commitment to the positive behaviours and the ways of working that will help resolve inevitable bumps and smooth the way to the success we all seek.

ASPIRATIONS

What success looks, sounds, and feels like

Success is:

- The delivery of two beautiful, well designed, safe, and structurally sound dwellings delivered on time and on budget.
- A level of quality and comfort that will delight Jenny's mother (the end-client).

- A contract which delivers everything that all parties seek.

- A build process that identifies and resolves issues in good time; and is stress-free, enjoyable, and which minimally impacts Jenny's neighbours.

- An operating environment where all parties are respectful and attentive and communicate freely, honestly, and in good time.

- A project which enhances reputations and leads to new opportunities.

- A project in which everyone invests passion and smiles with pride at a job superbly well done.

FOUNDATIONS

Our personal needs

Jenny (client) needs advance notice of meetings, and for these to take place during school hours on a Monday or Thursday. These meetings must clearly report on progress and provide timely notice of decisions she will be involved in.

Suzanne (architect) does not work on a Friday and so can support meetings on a Monday or Thursday as per Jenny's needs. Suzanne needs email back up to any decisions made by telephone; and advance notice (at least 7 days) of any substantive issues requiring a considered response.

The Construction team need clear and timely communication so they can best support Suzanne (architect) and serve Jenny (client).

Lessons learned that are foundational to this project

- Forward planning and open lines of communication.
- Sharing issues early so they can be resolved quickly together.
- Staged inspections/walk rounds with involvement of all parties.
- Dealing promptly with snags and defects.
- Prompt payments in accordance with payment schedule and delivery.

OPERATIONS

How we will behave together

We commit to being:

- Dedicated to safety, quality, and punctuality.
- Considerate and respectful of one another and Jenny's neighbours.

- Collaborative and communicative.
- Proactive problem solvers.
- Honest and transparent.
- Early sharers of emerging issues.
- Owners of our mistakes.

Making decisions and managing disagreements

We will make decisions as much as possible during routine meetings. Outside of these we will be mindful of who needs to be consulted and involved. Jenny has specified a need to be involved in decisions regarding aesthetics.

We will make decisions on the basis of relevant information and an assessment of options and consequences.

We will confirm decisions and their rationale where there is a potential material impact on safety, quality, time, and cost.

Where disagreements arise, we will be guided by our success criteria and commit to resolve these by working through the options in person.

SIGNATURES

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