

Your route through Delay & Disruption Loss Prevention

A sample report, built from invented answers, to show what yours will look like.

This report is based only on your answers, before we have seen any of your papers. It is not legal advice, and you should not rely on any date or time limit in it: check every date against your subcontract. Legal questions go to your solicitor.

Where you stand

This job has hold-ups, and your notices wait. Some of those hold-ups may be near the end of their notice period, or past it, so check them before anything else in this report.

In your routine, the first thing to fix is when notices go. Your answers suggest nobody can be sure a notice goes within days of each hold-up, and an event notified late may not be paid for, however good the records.

Taken together, your records would show at best that hold-ups happened, not where they happened or what they cost. That is how a claim ends with the event agreed and the money lost.

You have been pushed to speed up, and your hours are not booked to activities. The extra labour is then mixed in with everything else, and its cost cannot be picked out later.

Your job is already running late, so the set-up deals first with the hold-ups already running, rather than waiting until the routine is built. If you need more time, a programming specialist assesses it from the facts the routine keeps; we do not analyse delay.

Your subcontract may make a notice on time a condition of being paid. We then build the routine to treat each notice date as fixed, with a named deputy. What missing one would mean is a question for your solicitor.

Most of your hold-ups come from late information. That can be one of the easier kinds to prove, as long as each request and each answer is dated.

Your site team sees each hold-up, but the person who sends notices may not hear of it for days. That is where many notices are lost: the event is real, but nobody who can notify it knows yet.

Your labour is booked to the job, not to activities or areas. That shows what the job cost, but not what a hold-up in one area cost.

A diary line such as 'delayed by others' shows something happened, but not who, where or for how long. Your main contractor can simply disagree with it.

Pressure to speed up that is never put in writing is hard to rely on later. Whether you were told to, and

whose delay you were making up, will come from the record and, where time is in question, a programming specialist.

What to do now

In order: the first ones cannot wait.

1. List every hold-up running now, with the day it started (today)

Why: A notice period usually runs from when the event happens or becomes apparent, not from the day you know what it cost. A hold-up that started weeks ago may be close to its limit.

How: For each hold-up, note what it is, where, the day it started, who knows about it and whether a notice has gone. Check each against the notice clause in your subcontract, oldest first, and notify any still in time. Send us the list if you want it checked: on the first call we tell you what to send and by when.

2. Send a short notice within days of each hold-up

Why: Your main contractor does not need the cost yet; it needs to know the event happened. A short notice sent in time protects your position, and if the event comes to nothing, it has cost you nothing.

How: Write two or three lines: what happened, where, when it started, and that the effect on time and cost will follow. Send it to the person, and in the way, your subcontract names, and keep the sent email. Follow it with the detail and the cost as they become known.

3. Log every request for information with its dates

Why: A hold-up tied to a dated request and a dated answer is hard to dispute. One described from memory is easy to dispute.

How: Give each request a number. Record the date it went, who it went to, the date you needed the answer by and the date it came. In the diary, name the request any gang is waiting on.

4. Name one person, and a deputy, who hears of every hold-up that day

Why: A notice can only go once the person who sends it knows. A same-day route to a named person closes the gap between site and office.

How: Choose who decides on notices, and who covers when they are away. Tell your supervisors to message or phone that person the day any gang is held up: what, where and from when. Keep those messages; they are records too.

5. Book labour each day to a named activity and area

Why: A claim has to show what each hold-up cost. Hours booked on the day to the area that was held up show it; a total for the job does not.

How: Take the activity and area names from your programme and drawings, and use the same names every day. On each timesheet, add the activity, the area and the hours for each gang. Where a gang is held up or moved, book those hours to their own line with the reason.

6. Make each diary entry name people, places and hours

Why: A diary that names the gang, the area, the cause and the hours can be checked against the timesheets and emails. One that records conclusions cannot.

How: For each hold-up, write who was affected, where, what held them up, when it started and ended, and what they did instead. Name the drawing, email or instruction involved. Take a dated photo of the

area and note it in the diary. Write it on the day.

7. Confirm any request to speed up in writing, the same day

Why: A confirmation sent the same day becomes the record of what was asked. If your main contractor disagrees, it can say so then, not months later when the cost is claimed.

How: Write back the same day with what was asked, by whom and when. For example: "Following our conversation today, you asked us to add a gang on level 2 from Monday to recover the programme. We are doing so and will record the extra cost." Keep it factual, and keep the sent email.

8. Put the extra labour, plant and overtime on their own cost code

Why: Speeding up is priced as the extra cost compared with a stretch of the job that was not sped up. That only works if the extra resources were kept apart from the start.

How: Open a separate cost code the day the extra resources start. Book the extra gangs, overtime, weekend working and plant to it, with the date and the reason. Keep the email or minute that asked for the speed-up in the same folder.

9. Keep every record as it was made, and label anything written later

Why: A record made at the time carries far more weight than one written later. A record rebuilt afterwards that passes as an original can cast doubt on the rest of your file.

How: Keep diaries, sheets, photos and emails as they are. Do not tidy or rewrite old entries. If you fill a gap later, date it the day you write it, say it was written later, and name what you took it from.

What to gather

Everything the work is built from. Copies are fine: send what you have and we will tell you what is missing.

- **The subcontract.** A complete PDF or scan with every schedule and amendment, plus any main contract terms it refers to.

Where to find it: The job's commercial folder or the order email normally holds the signed copy.

- **The programme and the drawings that name the areas.** The current programme as issued to you, and the drawings or zone plans your site team uses to say where it is working.

Where to find it: Your planner's or site manager's programme file and the drawing register.

- **The records your teams keep now.** Diaries, allocation sheets, timesheets, day sheets and photographs, as they are, not tidied up.

Where to find it: The site manager's diary, the day sheets in the site office, the wages timesheets and the photo folders on the team's phones.

- **The notices and registers as they stand.** Any delay notices, early warnings, requests for information, late drawing chasers and registers, whatever state they are kept in.

Where to find it: The commercial register file, the project inbox's sent items, or your QS's own working file.

- **Project correspondence.** A recent stretch is enough, forwarded as the original emails, dates and attachments intact.

Where to find it: A few weeks of the project inbox, forwarded as it stands.

- **Read access to the project's records, not a summary.** A login to the document system, or a shared folder we can browse, holding the records themselves.

Where to find it: Wherever the project record actually lives: the document system, the shared drive or the folder on site.

Why Quantsurv

You can do a good deal of this yourself, and the steps above show how. If you would rather have it done for you, or want the notices checked before you act, this is the work we do.

- **Specialists in exactly this.** We work only for subcontractors, on the claims and disputes that cost them money. Behind it: 10 years on the commercial side of construction, and £100m+ of construction projects worked on.
- **A fixed fee, agreed first.** We never bill by the hour. Fixed set-up fee agreed after we see your subcontract and records, before work starts. Optional monthly checks have a fixed fee agreed first. Pause between jobs or stop at month-end. If the work runs over, the cost is ours, not yours.
- **Fast where it matters.** The timetable is agreed in writing at scoping and then kept. A fixed fee also gives us every reason to finish quickly.

How Delay & Disruption Loss Prevention would run for you

The whole service, step by step. Where your answers decide a route, it is shown under the step it belongs to.

Step 01 You tell us how the job is run today

One call on the job, the subcontract and what your site and commercial people already write down. The first conversation is free and commits you to nothing.

- **If an event is running now and a notice may be due:** we tell you on the call what to send and by when, before anything else is agreed.

Step 02 You send us the paperwork

The list below lets us build the routine from what your subcontract requires and what your teams already produce.

Step 03 We read your subcontract and records, then confirm the scope and fee

We read the subcontract and a sample of your site records, enough to size the set-up. Then we confirm in writing the scope, the fixed fee and the timetable.

What you get: A written scope, timetable and fixed fee

- **If the job is already running late:** the set-up starts with the events already running, so no notice is missed while the routine is built.
- **If you want it on one job:** we build it around that job's subcontract, programme and team.

Step 04 You decide whether to go ahead

Nothing starts until you have agreed the scope and the fee in writing.

Step 05 We map what your subcontract requires

We put on one page the events that carry time or money, the notice each needs and the records the claim route expects. That includes any time bar, a deadline that can lose you the claim if missed, and any condition of payment.

What you get: A one-page map of the notices and records your subcontract requires

- **If notice is a condition of payment:** the routine treats that date as fixed and names a deputy for it. What missing it would mean is a question for your solicitor.

Step 06 We compare how your site records things now with the map

We sample recent diaries, allocation sheets, timesheets and notices against the map. That shows which events would be hard to prove today, and why.

What you get: A written note of which events would be hard to prove today, with any notice due now ready to send

- **If a notice is due or about to pass:** we flag it in writing that day and write the notice for you to send.
- **If labour is not allocated to activities or areas at all:** we set the activity and area names from your programme and drawings first, so the new sheets add up from day one.

Step 07 We design the routine into your own sheets

We add the missing fields to the diary, timesheets and allocation sheets your people already use. We set up the event log, the notice templates and a diary of notice dates, with a same-day route to a named person and a deputy.

What you get: The event log, notice templates, diary of notice dates and your site sheets with the missing fields added

- **If hold-ups come mainly from late information:** the event log ties each one to the request or drawing it waited on, with its dates.
- **If you are told or pushed to speed up:** the routine records the instruction or the pressure in writing. The extra labour, plant and overtime go on their own code from day one.
- **If a programming specialist may assess time later:** the diary and event log keep the dated facts they will need: what was affected, where, from when and why. We do not analyse delay ourselves.

Step 08 We set it up with your team and walk them through it

We load the sheets, the event log and the notice templates onto your systems. Then we take your site managers, supervisors and surveyor through them, so each person knows what to record and who to tell.

What you get: The routine set up on your systems, and a team that knows what to record and who to tell

- **Where the people who record on site are not the people who send notices:** each gets their own part: site staff record and report the same day, and a named person decides on the notice and sends it.

Step 09 You run it for a live month

Your people keep the records and send the notices, in your name and on your systems, while we work alongside them through the month.

Step 10 We check the month and correct the routine

We sample the month's diary, allocation sheets and notices against the map. We raise any event that should have been notified, and close the gaps that can still be closed while memories are fresh.

What you get: A written check of the live month, with the corrections it needs

Step 11 We hand over the routine in writing

We correct whatever the live month showed does not work. Then we hand over the written routine and take anyone new through it, so it survives a change of staff.

What you get: The written routine, corrected after the live month

Step 12 You decide whether the monthly check continues

Your team runs the routine from here. Whether we keep checking it each month is your choice.

Step 13 We hand over a routine your team runs

You receive a map of the notices and supporting records your subcontract requires, with site sheets, labour allocation records, a hold-up log and notice templates. We provide a written routine and test it with your team over a live month.

Your path through the questions

The questions you answered, in order, as the page crew them. Your answers are in yellow, with the line running through them.

Which is closest to where your job is now?

Nothing has gone wrong yet; we want the notices and records right

The job is running late, or hold-ups are happening now

We lost delay money on past jobs and want it to stop

Delay has already cost us money on this job, and we want it back

My main contractor is charging me for delay, or says it will

Does a notice deadline for a delay or a hold-up fall this week?

Yes

No

Not sure

Do you have a signed copy of your subcontract, with its amendments?

Yes

No, it was never signed, or the terms are disputed

Not sure

What form of subcontract is it?

A JCT subcontract

An NEC subcontract

Their own terms, or a standard form with many amendments

Not sure

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graph TD; Q1[Does your subcontract say a late notice loses you the time or the money?] -- Yes --> Q2[What holds your work up most often?]; Q1 -- "No, not that we know of" --> Q2; Q1 -- "Not sure" --> Q2; Q2 -- "Late drawings, information or answers to questions" --> Q3[When something holds your work up, when does a notice go to your main contractor?]; Q2 -- "Areas not ready, or other trades in the way" --> Q3; Q2 -- "Changes to the sequence, or being moved between areas" --> Q3; Q2 -- "A mix of these" --> Q3; Q2 -- "Not sure" --> Q3; Q3 -- "Within days, in writing, before we know the cost" --> Q4[When a gang is held up, how soon does the person who sends notices hear about it?]; Q3 -- "Once we know what it has cost us" --> Q4; Q3 -- "Only if it turns into a big problem, or not at all" --> Q4; Q3 -- "Not sure" --> Q4; Q4 -- "The same day: a named person hears of every hold-up" --> Q5[Is your labour booked each day to named activities and areas?]; Q4 -- "Site knows, but it may not reach the office for days" --> Q5; Q4 -- "It comes out at the weekly or monthly meeting" --> Q5; Q4 -- "Not sure" --> Q5; Q5 -- "Yes, every day, to activities and areas" --> Q6[Does any of your labour on this job come from a labour-only firm?]; Q5 -- "Timesheets by job only, not by activity or area" --> Q6; Q5 -- "Not at all; we only have the wages" --> Q6; Q5 -- "Not sure" --> Q6; Q6 -- "No, it is all our own" --> Q7[On a day the work is held up, what does your site diary say?]; Q6 -- "Yes, some or all of it" --> Q7; Q7 -- "Who, where, what held them up, for how long, and what they did instead" --> Q8[Have you been told, or pushed, to speed up on this job?]; Q7 -- "A line such as 'delayed by others'" --> Q8; Q7 -- "We do not keep a daily diary" --> Q8; Q7 -- "Not sure" --> Q8; Q8 -- "Yes, and it was put in writing" --> End[ ]; Q8 -- "Yes, but only verbally, or through pressure on site" --> End; Q8 -- "No" --> End; Q8 -- "Not sure" --> End;
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Does your subcontract say a late notice loses you the time or the money?

Yes No, not that we know of Not sure

What holds your work up most often?

Late drawings, information or answers to questions Areas not ready, or other trades in the way

Changes to the sequence, or being moved between areas A mix of these Not sure

When something holds your work up, when does a notice go to your main contractor?

Within days, in writing, before we know the cost **Once we know what it has cost us**

Only if it turns into a big problem, or not at all Not sure

When a gang is held up, how soon does the person who sends notices hear about it?

The same day: a named person hears of every hold-up

Site knows, but it may not reach the office for days It comes out at the weekly or monthly meeting

Not sure

Is your labour booked each day to named activities and areas?

Yes, every day, to activities and areas **Timesheets by job only, not by activity or area**

Not at all; we only have the wages Not sure

Does any of your labour on this job come from a labour-only firm?

No, it is all our own Yes, some or all of it

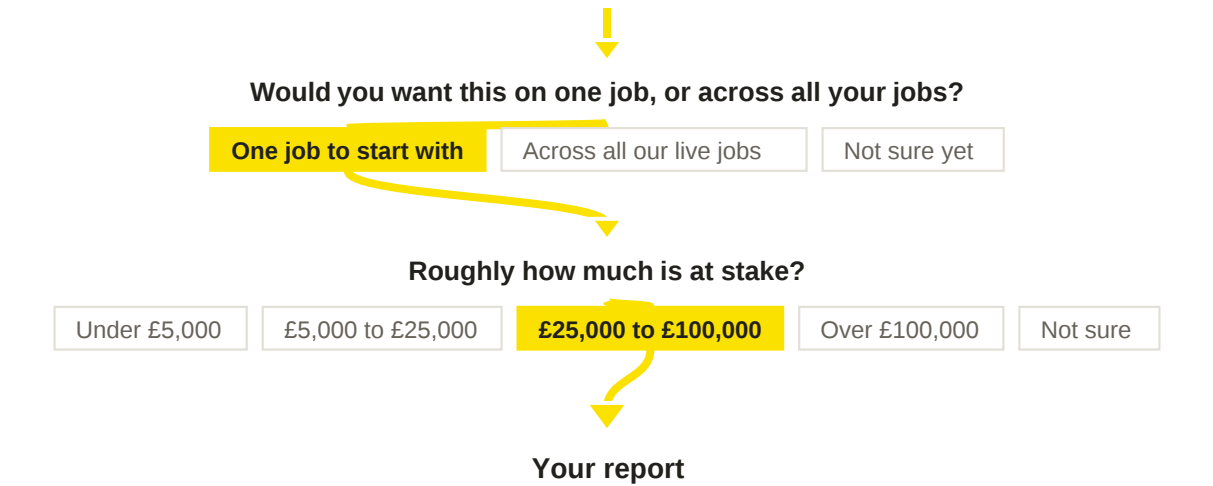
On a day the work is held up, what does your site diary say?

Who, where, what held them up, for how long, and what they did instead

A line such as 'delayed by others' We do not keep a daily diary Not sure

Have you been told, or pushed, to speed up on this job?

Yes, and it was put in writing **Yes, but only verbally, or through pressure on site** No Not sure



Next step

The first conversation is free and commits you to nothing. Reply to the email this report came with, or email contact@quantsurv.com, and we will already have your answers.