

What I need from you

General Support

This list explains what I need for this service, why I need it and where you can usually find it. Send the information together where practical. Tell me straight away about anything unavailable or urgent. I will confirm when the essential information is complete and the delivery date is fixed.

Essential items are needed before the relevant work can proceed. Important items affect what I can conclude; optional items add useful context. If an item is missing, incomplete, unreadable or a different version from one already sent, identify it by its number and explain what you hold. I will tell you what replacement is needed, why it matters and any effect on the agreed work or date.

1. The worry, in their words ESSENTIAL

Why I need it. Decides the call's frame and who else should be on it.

Where you'll find it. This is yours to say, not a document: a few sentences in your own words, sent with the booking confirmation.

Without it. There is no worry for the call to answer, so it cannot go ahead as booked.

2. The route: how the build is being run ESSENTIAL

Why I need it. Decides what the worry actually means. the method: "the builder wants more money" is one conversation on a single administered contract and another entirely when the household holds twelve trade accounts and nobody is certifying.

Where you'll find it. This is yours to answer, not a document: the seven intake questions in Self Builds Routes.md, asked at booking and copied into the message above. Give the primary route and a secondary one where the build is a blend, say what work you are doing yourselves, and say whether it is a new build, a conversion, a renovation or an extension.

Without it. The provisional view is formed against an assumed route, and the note may advise on a build that is not the one being run.

3. The paper behind it IMPORTANT

Why I need it. Read before the call, so the minutes go on the answer.

Where you'll find it. Whatever exists: the quote, the contract, the budget note, the payment request. Send it as it stands, from your email or the folder your architect or builder shares with you.

Without it. The call opens blind, with nothing read beforehand, so more of it goes on finding out what exists than on the answer.

4. Where the project has got to OPTIONAL

Why I need it. Places the worry on the build's timeline, so the call opens on the question rather than on the basics.

Where you'll find it. This is yours to say, not a document: a few sentences in your own words, sent with the booking confirmation.

Without it. The opening minutes go on establishing the stage instead of the worry, which is time taken off the answer.

How to send it

Everything to contact@jackbutlerkettle.com. Original files rather than scans of printouts wherever you have them, and forwarded emails rather than text copied out of them, because the dates and the addressees travel with the original and they often turn out to matter.