

Procedures



Our project process is rigorous, and following your initial enquiry, is broken down into four key stages. These form an integral part of our terms and conditions.

These are designed to ensure that a good level of understanding and control is maintained in relation to what is achievable both aesthetically and financially. We offer a clear understanding of our profession and services to our clients.

Excellence, dedication and pride in our work ensure our full commitment through to the final stage of a project. Our services are aimed to tailor a defined solution that reflects your current project objectives.

Your Enquiry

From your initial enquiry we will generally ask you to supply as much information as possible about the project including drawings and design style preferences. From your requirements we will be able to judge the approximate order of cost for your project and will seek to match that to your expectations.

If at this stage you wish to progress your enquiry further we will send an initial letter and arrange a meeting with you to discuss the project.

Initial Proposal

Our outgoing vision, experience and research into the user requirements and pattern of work allow us to design bespoke interior features that match the current project.

We will provide:

- an initial definition of the brief,
- an outlined written definition and specification of our proposed design solution,
- an initial cost estimate (this is not a firm budget but an indication of the likely cost of the project)

With this proposal we include our standard terms and conditions.

Stage 1 – Order

Following agreement on our submitted quotation and specifications, we will issue you with an Order Confirmation. You will be required sign the Stage 2 Authorisation Form and return it along with a 10% payment of the estimated project value. On receipt of these we will proceed with stage 2.

This 10% is still payable should the project not continue any further than the Design Commission Package.

Stage 2

Design Commission

Concept design and written specifications are produced to enable production and implementation of the scheme. Concept Development analyses how the product or interior can be designed to most effectively match your personal requirements. Our commitment to find the right, even inspired solution, is total.

- Prior to commencing these drawings, we will need to carry out a site survey, preferably with all parties involved to discuss any requirements that we should know (2no. site surveys will be allowed to conclude setting out)

During this stage we aim to fully define the product and resolve all necessary design solutions. At the end of this process we will confirm the following:

- Stairs to be developed to agreed site measurements while resolving all details and design solutions to your requirements
- Technical drawings (plan and elevation of the overall layout of the project with key dimensions)
- This initial design package will allow all parties to agree to final design details and specifications to cover all aspects of material and finishes, as well as product orders

On approval of the design package, this will be forwarded to our Structural Engineer for final calculations and loadings (in order to establish structural requirement landing and surrounding)

This set of information means that a firm basis for the design has been established. Any variation in quantities outside the scope of works in the final design as set out and detailed in the Order Confirmation, i.e.: handrail, additional glass balustrade etc... will be brought to your attention.

The submitted package will be undertaken and based upon the agreed design intent as per your submitted tender. Any further design schemes you may request Diapo to develop will be outside our scope of works and hence, fees will be agreed accordingly.

A confirmation order and firm budget price based on the above design including any variations will be issued for your approval.

Full Commission

This starts with the detailed production drawings which are produced for every component that is to be fabricated - only with this discipline can precision manufacturing take place and the subsequent accuracy and ease of on-site assembly be assured.

We will then take the agreed design and resolve these into a fully detailed drawing towards manufacturing. Every issue is completely resolved from structural integrity to compliance with building regulation.

The responsibility of Diapo's in-house design team and production management includes:

- detailed design drawings for client approval, incorporating detailed production drawings,
- detailing works to be produced covering all aspects from setting out plans to the manufacturing of the architectural features
- and providing an integrated solution and technical support to all design related problems towards implementation and manufacturing

The conclusion of works is for us to issue the client with a final pack that will contain:

- technical drawings (plan and elevation of the overall layout of the project with key dimensions),
- all design details including structural calculations that will confirm fixings and loadings that your structural engineer may need
- specification documents to cover all aspects of material and finishes as well as final fittings and product orders. All final drawings will be approved by our appointed structural engineer prior to manufacturing

Note: It is your responsibility to submit these drawings to your appointed building control officer for approval and sign off.

Please note our lead times are approximately 8 - 10 working weeks from issue and approval of these drawings.

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We then ask you to review this information and provide written authorisation for us to proceed with manufacturing.
This authorisation must be accompanied by stage payment 2.

Stage 3 – Manufacturing

The component parts are manufactured and assembled in our workshops. Once assembled, you will be invited to view the works at the factory. This assembly process allows us to finally check the whole structure before completion of all works and delivery on site. Our production team are dedicated craftsmen in architectural fabrication, backed up by a range of sub-contracting partners who can bring their own specialist skills. The focus at this stage is assembly of the architectural metal frame and quality of detailing prior to manufacturing of non-metalwork components.

Subject to your approval we then conclude with Stage 3 and proceed with phase 1 of installation.

Stage 4 – Delivery & Installation

The final stage is installation, and again, Diapo uses its own directly sub-contracted team under the control of a Contract Manager to ensure the best result. This stage is broken down into three phases:

- (1) Installation of structure and metalwork,
- (2) Installation of sub-components (wood, glass etc.)
- (3) Aesthetic finishes. The team will undertake the co-ordination of supply, production and installation of those items not directly fabricated by Diapo Ltd.

Once we have completed phase 1 of installation you will be required to make stage payment 3. We then proceed with sub-manufactures components and finishes.

Any changes in the agreed scope of works, or any instructions for Diapo to carry any additional works will be charged as per our fees below

- Additional Site Visit: £250.00 per visit plus expenses
- Additional Site Survey: Fee on application (approx £500.00 up to, but limited to £1,500.00)
- Additional Design Fee: £250.00 per day
- Fabrication / Installation: £750.00 per day (3 men including consumables and equipment) plus expenses

Payment Schedule

We draw your attention to section 7 of our Terms & Conditions below regarding payment

Payment 1:	10%	On Order Intent
Payment 2:	50%	Prior to Manufacturing
Payment 3:	30%	Post Factory Viewing or Phase 1 of Installation
Payment 4:	7%	Post Installation of Second Fit and on Practical Completion (where applicable)
Payment 5:	3%	On Satisfactory Completion