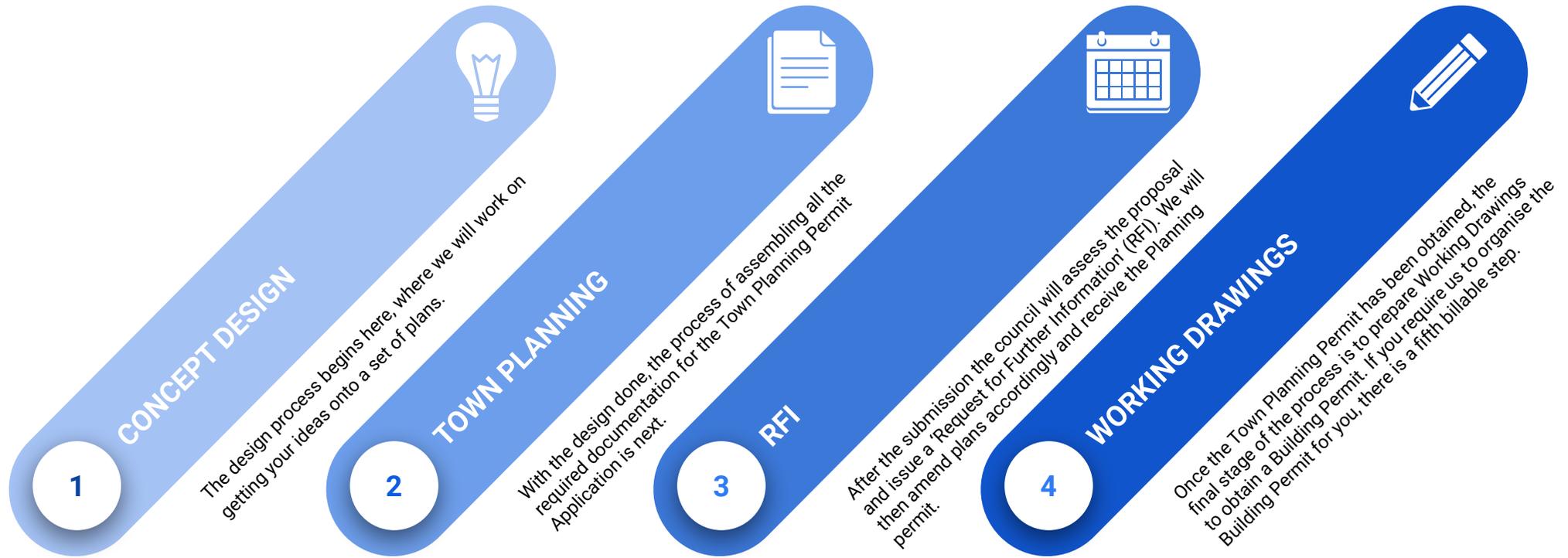




# The client journey



# Process snapshot



# Concept Design

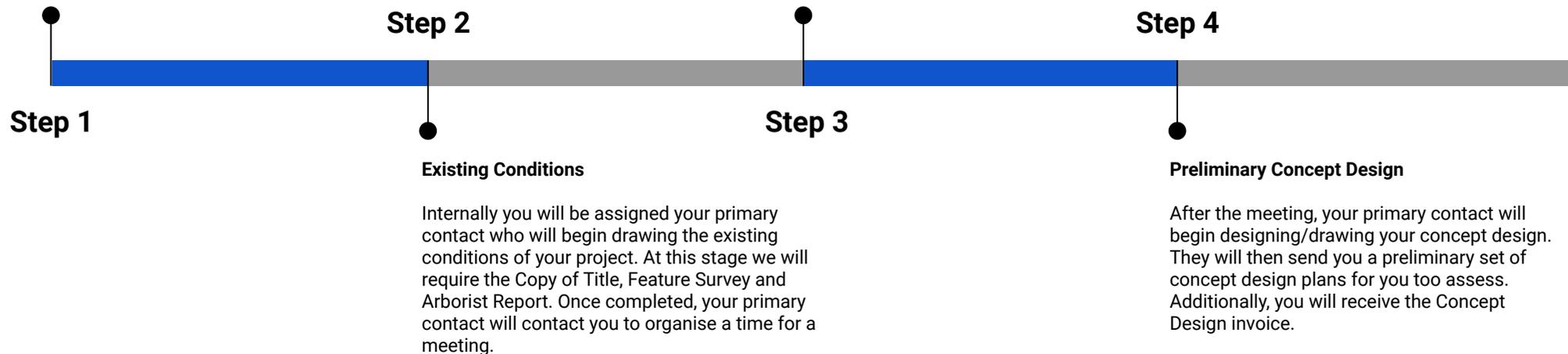


## Preliminary Design Brief

Once the initial deposit has been paid, you will receive a 'Preliminary Design Brief' form. This is your opportunity to put all your ideas on to paper and begin the design process.

## Initial Meeting

With the existing conditions on paper, we will have a meeting where we can go over your 'Preliminary Design Brief' form, and begin to sketch out your ideas.



## Existing Conditions

Internally you will be assigned your primary contact who will begin drawing the existing conditions of your project. At this stage we will require the Copy of Title, Feature Survey and Arborist Report. Once completed, your primary contact will contact you to organise a time for a meeting.

## Preliminary Concept Design

After the meeting, your primary contact will begin designing/drawing your concept design. They will then send you a preliminary set of concept design plans for you to assess. Additionally, you will receive the Concept Design invoice.

\*Your quote is determined based on your brief, our experience with similar sized projects and any other information that is available and relevant at the outset of the project. Your quote is completed as accurately as possible based on the information available at the time it is completed and we endeavour to ensure your design is completed within budget, however it is important to note that during the course of a project unforeseen events can occur and we are committed to resolving these for you but may result in additional costs beyond the original quote. On commencement of the project our staff utilise an internal software system that records the time spent on your project in real time. In the unlikely circumstances of the time allocated as per the quoted price being reached before your Concept Design is finalised, your primary contact will provide you a detailed report from our system. This report will detail the date, amount of time and specific notes from your point of contact on what work they completed on that day. Your point of contact will be available to answer any queries you have and will also let you know why additional time is required and approximately how much more time and fees will be incurred before the Concept Design is finalised.

# Town Planning

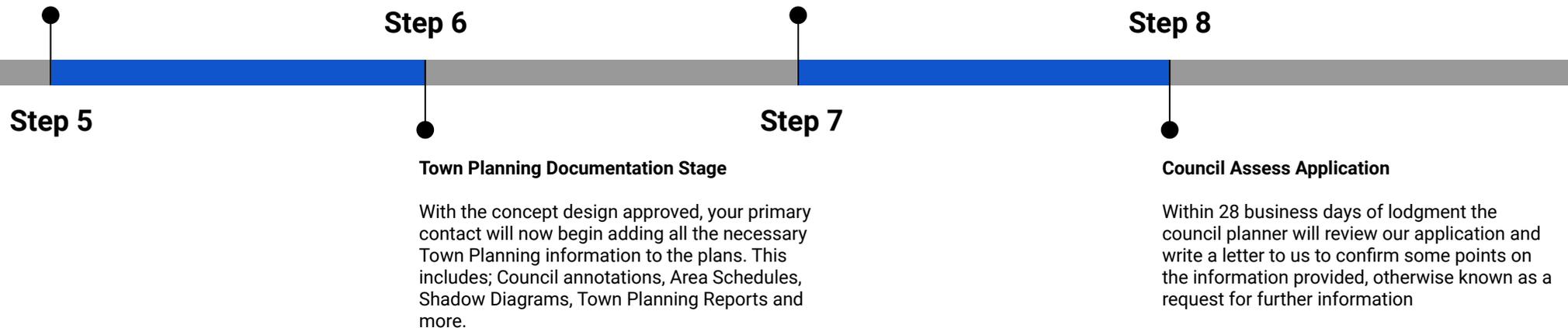


## Concept Design Changes

If you want to change aspects of the concept design we will request you clearly email or organise a meeting to explain your changes. We will then estimate how many hours the changes will take and once approved, we will make the changes. You will then receive an invoice based off the hours taken.

## Application Lodgment

We will compile and send you a copy of the documents for the lodgment of the Town Planning Permit application. Once you have approved them, we will make the submission. You will receive the council statutory application fee and the invoice for the Town Planning stage.



\*Your quote is determined based on your brief, our experience with similar sized projects and any other information that is available and relevant at the outset of the project. Your quote is completed as accurately as possible based on the information available at the time it is completed and we endeavour to ensure your design is completed within budget, however it is important to note that during the course of a project unforeseen events can occur and we are committed to resolving these for you but may result in additional costs beyond the original quote. On commencement of the project our staff utilise an internal software system that records the time spent on your project in real time. In the unlikely circumstances of the time allocated as per the quoted price being reached before the Application Lodgment, your primary contact will provide you a detailed report from our system. This report will detail the date, amount of time and specific notes from your point of contact on what work they completed on that day. Your point of contact will be available to answer any queries you have and will also let you know why additional time is required and approximately how much more time and fees will be incurred before the Town Planning Permit Application is finalised.

# Request for Further Information

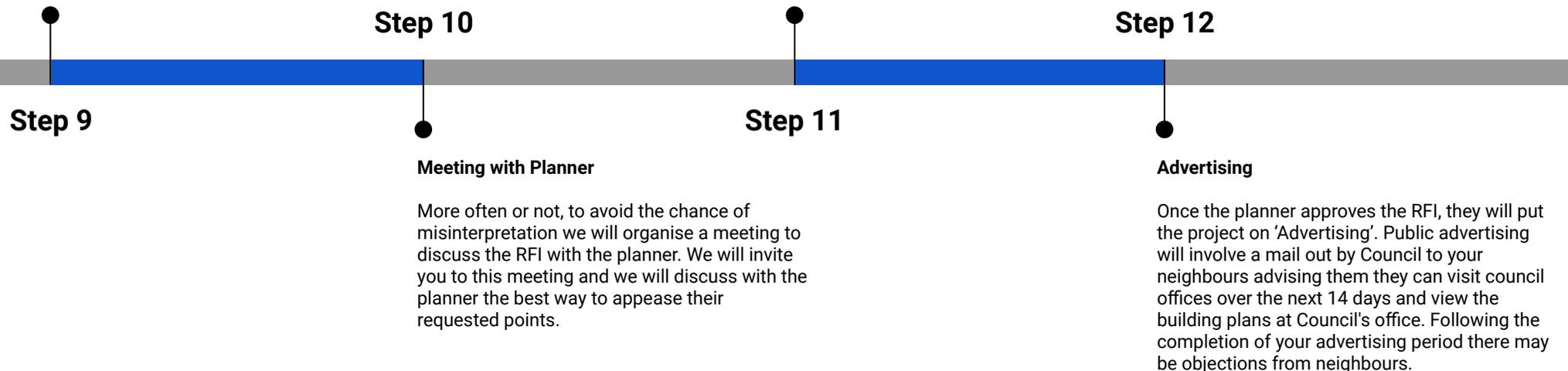


## Request for Further Information (RFI)

Once the council have assessed our application, they will send us the RFI. Depending on the points, we will either confirm with you how many hours we think the points will take to amend, or organise a meeting with the planner.

## Application Amendments

We will now go ahead and amend the plans as per the processes in Steps 9 and 10. Before we commence we will estimate how many hours this step will take. Once completed we will send you a copy of all the documents for the re-submission to council, and an invoice for the hours spent on Steps 9 to 11.



\*Your quote is determined based on your brief, our experience with similar sized projects and any other information that is available and relevant at the outset of the project. Your quote is completed as accurately as possible based on the information available at the time it is completed and we endeavour to ensure your design is completed within budget, however it is important to note that during the course of a project unforeseen events can occur and we are committed to resolving these for you but may result in additional costs beyond the original quote. On commencement of the project our staff utilise an internal software system that records the time spent on your project in real time. In the unlikely circumstances of the time allocated as per the quoted price being reached before the RFI has been amended, your primary contact will provide you a detailed report from our system. This report will detail the date, amount of time and specific notes from your point of contact on what work they completed on that day. Your point of contact will be available to answer any queries you have and will also let you know why additional time is required and approximately how much more time and fees will be incurred before the RFI is finalised.

# Working Drawings

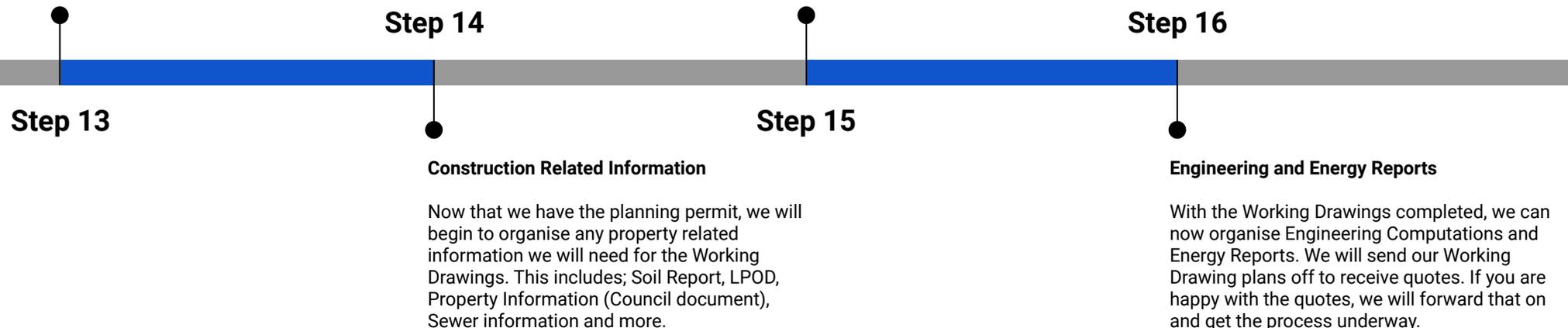


## Objections/Planning Permit

In the case of there being objections, we will have a council meeting to appease these conditions before receiving the planning permit. A planning permit will have a number of conditions on it. Your primary contact will explain what these conditions mean and will complete any work required by the conditions issued on your permit.

## Working Drawings

With all the information from Step 14 organised, we will add all the necessary building annotations/information to our plans. We will send you a copy of the Working Drawings and the invoice for the Working Drawings Stage.



\*Your quote is determined based on your brief, our experience with similar sized projects and any other information that is available and relevant at the outset of the project. Your quote is completed as accurately as possible based on the information available at the time it is completed and we endeavour to ensure your design is completed within budget, however it is important to note that during the course of a project unforeseen events can occur and we are committed to resolving these for you but may result in additional costs beyond the original quote. On commencement of the project our staff utilise an internal software system that records the time spent on your project in real time. In the unlikely circumstances of the time allocated as per the quoted price being reached before the Working Drawings are finalised, your primary contact will provide you a detailed report from our system. This report will detail the date, amount of time and specific notes from your point of contact on what work they completed on that day. Your point of contact will be available to answer any queries you have and will also let you know why additional time is required and approximately how much more time and fees will be incurred before the Working Drawings are finalised.

# Building Permit Application

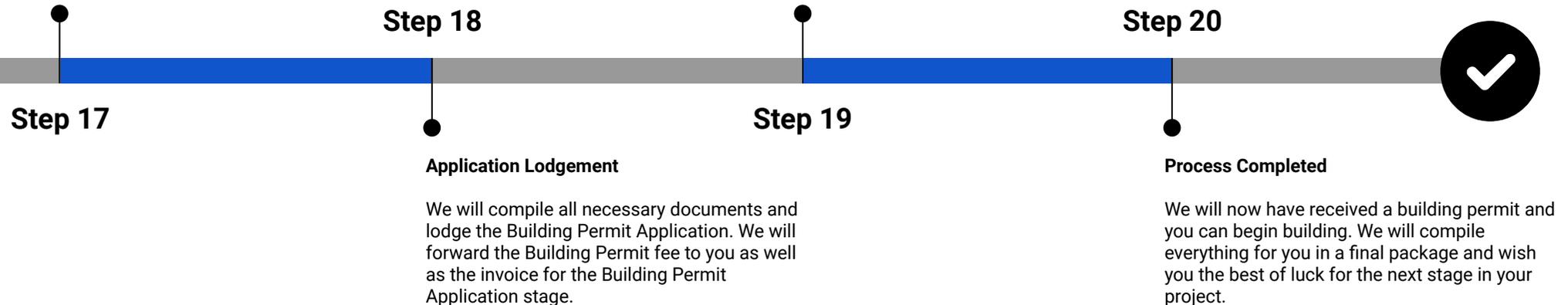


## Building Surveyor Information

If you require us to organise a Building Permit, we will begin obtaining the information the building surveyor will request. This is also where we will request you decide on a builder so we can send their required information to the building surveyor.

## Building Surveyor RFI

Similarly to Step 9, a Building Surveyor may request further information. If it is something that we could not have accounted for, we will estimate how long it will take and once you have approved, go ahead and make the amendments. Once completed we will send the invoice for the hours taken to make the amendments.



\*Your quote is determined based on your brief, our experience with similar sized projects and any other information that is available and relevant at the outset of the project. Your quote is completed as accurately as possible based on the information available at the time it is completed and we endeavour to ensure your design is completed within budget, however it is important to note that during the course of a project unforeseen events can occur and we are committed to resolving these for you but may result in additional costs beyond the original quote. On commencement of the project our staff utilise an internal software system that records the time spent on your project in real time. In the unlikely circumstances of the time allocated as per the quoted price being reached before the Application Lodgment, your primary contact will provide you a detailed report from our system. This report will detail the date, amount of time and specific notes from your point of contact on what work they completed on that day. Your point of contact will be available to answer any queries you have and will also let you know why additional time is required and approximately how much more time and fees will be incurred before the Building Permit Application is finalised.

# Co-operation



## From us:

- Honest and transparent information at all times based on our knowledge, expertise and experience in the areas of town planning and building design.
- Timely responses to emails and phone calls.
- If unforeseen issues arise, we are committed to providing solutions and explaining potential options to you.



## From you:

- Honest feedback delivered respectfully.
- Acknowledgment that issues may arise with your project which could not have been reasonably foreseen.
- Recognition that teamwork is the key to solve issues if they arise.
- A commitment to providing us clear and concise information.
- Timely payment of invoices.



## Outcome:



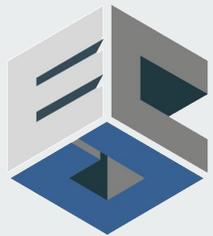
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