

CONSTRUCTION RISK CHECKLIST > During-construction > Clients Kept Regularly Updated and Progress Approved

Surprises Create Disputes. Communication Builds Trust.

Many residential building disputes do not arise because something went wrong. They arise because the client feels they were not kept informed, consulted on important decisions, or given an opportunity to raise concerns before issues became bigger problems.

Effective client communication is one of the simplest ways to reduce disputes and build trust throughout a project.

The objective is to create a consistent process that keeps the client informed, involved and aligned with the project's progress.

Client Communication Checklist

The following items should be covered through regular client updates, meetings or progress reviews:

1. **Work completed since the previous update.**
2. **Work planned for the next stage.**
3. **Progress against the programme.**
4. **Any actual or potential delays.**
5. **Material availability or supply issues.**
6. **Variations requiring approval.**
7. **Upcoming client decisions or selections.**
8. **Budget updates and variation costs.**
9. **Key milestones achieved.**
10. **Client concerns, questions or feedback.**

One of the best ways to avoid misunderstandings is to obtain client buy-in at key stages of the project. Rather than waiting until handover, builders should provide

opportunities for the client to review progress and confirm they are satisfied with how the project is tracking.

Scheduled meetings at milestones such as foundations, framing, pre-line and practical completion can be highly effective. Progress photos are also valuable, particularly when clients cannot regularly visit the site.

Just as importantly, communication should be documented. Meeting notes, email summaries, project management software or client portals can all create a record of decisions, approvals and issues discussed.

A simple follow-up email after a site meeting confirming what was agreed, any actions required and any approvals given can significantly reduce the risk of future disputes.

Clients do not expect construction projects to be perfect. They do expect to be informed when issues arise and involved in decisions that affect their project.

The most successful builders treat communication as a project management tool rather than an administrative task. Regular updates, documented decisions and opportunities for client feedback help identify concerns early, manage expectations and maintain trust throughout the build.

Because problems are much easier to resolve when they are discussed during the project rather than argued about after it has finished.