

2022 Jagged Edge Design Ltd - Firebreak

Being overloaded with work is generally regarded as “the best problem to have” in business, it is however still a challenge and one that requires managing.

The techniques that we have historically used to manage workflow, have proven to be inadequate during this unprecedented time, of very high workload and understaffing.

We ended 2021 with over 7 months of work on our books, with clients waiting patiently for us to complete and with over 12 months of work quoted for. The problem is that both of these numbers are growing.

We have therefore decided to implement a firebreak and follow this with a new working structure.

Firebreak

The firebreak will give us time to clear the decks and work through our existing projects, giving them the best attention we can, and follow this by starting afresh with a new method of working.

Firebreak 1 – New enquiries

We will not be able to discuss new projects, or send fee proposals for new projects until the 1st week of May 2022. If you and your project are happy to wait until that date, please email us with your details and we would be happy to put you on a first come first served list of prospects.

Firebreak 2 – New projects

We will not be able to start any new project until 14th June 2022, and thereafter new projects will be booked in at a rate of a minimum of 1 a fortnight and a maximum of 1 every 4 weeks, depending on the project type. This will all be handled on a first come first served basis.

After the Firebreak

For projects requiring a measured survey (pretty much all of them) the surveys will be carried out on a Tuesday, starting at 9:00am. If the survey is of your home, we generally take 2 – 3 hours to complete this, so should be away by lunchtime. The Monday after the survey we would book in a design meeting with you, and would hope to have something ready to go into planning (if required) by the Friday. In other words we plan to complete the survey and design stages of the project in a 2 week period. Once planning consent is gained (if required) there will be another 2 week period allocated for the completion of the detail design drawings and building regulations application.

We intend your project to be turned around in the shortest possible time.

We are really sorry if this does not fit with your plans, or with our previous predictions of timescales, but we cannot see a better way of getting back to a manageable workflow, that works for all.