

IMG

IMG Quality Control

Clerk of Works & Site Inspection Services

Practice Profile



Practice Profile

IMG Quality Control take the time to understand, challenge and contribute to the fundamental business requirements behind every project.

IMG prove that dedication, expertise and unsurpassed knowledge of the construction industry, materials, trades, methods and legal requirements, enable us to deliver results for our customers where our competitors fall behind.

Company Background

IMG Quality Control Ltd. was formed in 2013, previously John Arnott Associates. Our team have numerous years' Clerk of Works experience in the Construction Industry and are members of the Institute of Clerk of Works and Construction Inspectorate (ICWCI)

Our role is to act on behalf of our clients, inspecting every stage of the ongoing construction works to ensure compliance with the design drawings and specification documentation. It is our aim to provide our clients with a defect-free building at handover.

Our reporting procedures, site diary, weekly reports and our attendance at technical and progress meetings ensure that our clients are fully informed of the contract status on a week-by-week and month-by-month basis. In addition, photographic records are taken of the site from the outset to the completion of the project and act as trouble-shooters for any contractual or technical disputes.

Stock condition and survey reports are another service we offer clients.

We have our own comprehensive quality documentation, which includes site checklists, formal weekly reporting and site audits etc.

We have Professional Indemnity Insurance of £5m and Public Liability Insurance of £5m. Also, we provide CDM co-ordination, offering our clients a one-stop shop of services

Why IMG Quality Control?

Our complete construction knowledge, together with our rigorous inspections, accurate and detailed record keeping and effective reporting procedures have driven our projects to successful completion, time after time. Key to our business success is the level of customer loyalty.

IMG offer an enviable combination of specialist capabilities, including:

Broad expertise – with over 15 years under our belt and an excellent loyalty profile, we have the knowledge and expertise you would expect from having assisted and guided hundreds of leading organisations to successful project completion. We have experience ensuring your works are executed in complete accordance with the contract documents.

Comprehensive service portfolio – we provide complete pre-construction and project management services, tailored to your specific project that will allow you to manage the complexities of construction with the assurance of success.

Definitive reporting procedures – we will inform you via concise project updates and succinct reports allowing you to make accurate, timely and informed decisions.

Collaborative team approach – we bring a collaborative, committed team approach to our client's projects. Our role is to assist all involved in meeting their goals and to create an environment where everyone is working together as a team, on behalf of the client.

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Having IMG Quality Control on board will ensure that you maintain control of your project, from inception through to completion. In addition, significant cost savings will be realised (and often these can be substantial), through our quick recognition and resolution of issues.

We provide customised services tailored to your specific project needs. We can provide you with a comprehensive range of services that will allow you to manage the complexities of construction with the assurance of success. Our services will ensure that your project is completed and performed with attention to budget, quality, schedule and value. We aim to build long-term relationships with our customers through our flexibility, commitment and excellence of delivery.

Below are some of the services that our clients regularly ask us to provide. However, there's much more to what we do than this, so if you can't find information relating to your needs, please contact us to find out how we can help you.

Sample of services

- Clerk of Works for Building Projects
- Snagging Inspections
- Tenant Liaison in Respect of Defects
- New Home Inspections
- Clerk of Works & Site Inspection Services
- Pre & Post Reactive Maintenance Inspections
- Stock Condition Surveys
- CDM-C
- Hai-Scribe Surveys
- Clean Room works

Our experience spans all industry sectors and includes:

- Universities, Colleges, Schools
- Public Buildings
- Commercial Buildings
- Hotels
- Theatres
- Offices
- Hospitals, Health Centres, Nursing Homes
- Residential
- Social Housing & Sheltered Accommodation
- Local Authorities

We are proud of our record of successfully completed projects and are more than happy to provide business references to new clients.

Contact Us

With our expertise, competitive rates and personalised service, IMG Quality Control is the perfect partner to drive your construction project to successful completion.

To discuss your specific requirements, please contact

T: 07796 848 320 / 01555 478664

E: enquiries@imgquality.com

A: Thornhome Farm, Yieldshields, ML8 4QD

W: www.imgquality.com

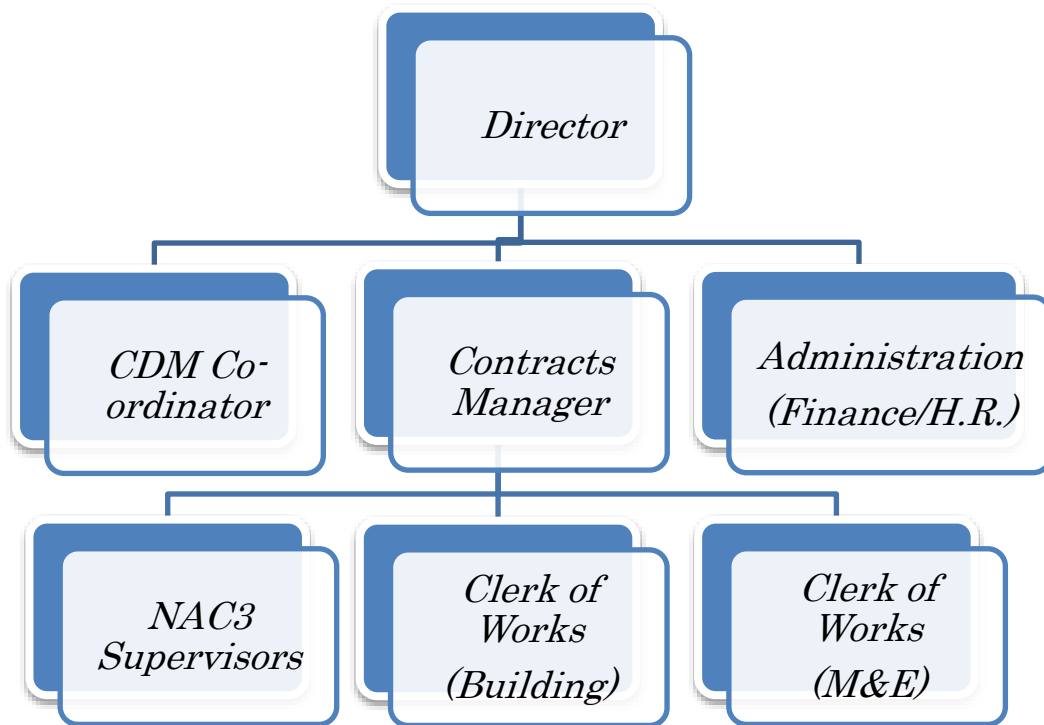
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Organisation Chart

IMG
IMG Quality Control
Clerk of Works & Site Inspection Services



Scope of Services

Scope of Services

From our attendance at Site Meetings and continuing appraisal of the current position of the Project we gauge the level of resource required and ensure that the service is in line with our Clients requirements. We carry out internal reviews monthly on all our Projects to track our performance.

We have numerous associated Clerk of Works, any absences/vacations can be covered seamlessly. Our management is responsible for ensuring continuity of services. We utilise a year planner to co-ordinate cover in a timely manner and communicate and proposed change prior to implementation.

Quality Plan

To ensure good working practices and the highest standards of workmanship through constant supervision, the following practices must be put in place.

Records should be produced using Institute of Clerk of Works formats and IMG Quality Control reporting documents, and should be provided to the Client and Contract Administrator for information and record purposes.

Duties

1. The Clerk of Works to keep accurate documented records and Daily Dairies as laid down and specified in the Institute of Clerk of Works Manual. Activities and defects to be recorded in a uniformed methodical way stating building, floor level, grid reference etc.
2. The Clerk of Works to check programme and produce Weekly Reports covering Building, Civil, Mechanical & Electrical to all areas of work in Institute of Clerk of Works, Clerk of Works Project Report format
3. Records to be kept to of works before they are covered up details forwarded to Quantity Surveyor
4. Records of work carried out on day work basis. Day worksheets to be checked for accuracy and signed 'for record purposes only'
5. Keep records of stoppages and disputes
6. Record weather and temperatures
7. Record any additions of deductions from the contract and inform the Client, Consultants and Contractor of the implications
8. Keep file of Contract Administrators instruction and variations. Check variations and their effect on following trades, services and associated details
9. Record items which cause delay and state reasons and duration
10. Take site photographs for progress records and to record defects

11. Obtain labour and plant returns from Contractor and check for accuracy
12. Maintain a drawing register and keep up to date
13. Maintain a 'request for information' file and keep up to date whilst noting changes to detail and their effects, commenting if necessary to Architects
14. Keep Contract Administrators and Design Team informed of problems arising and advise of decisions required to avoid delays and extra costs
15. Check drawings and specifications for errors and discrepancies and notify the Architect
16. Issue Clerk of Works directions when necessary for non-conformance and inform Contract Administrator
17. Clerk of Works to check 'as build' records and drawings and ensure O&M manuals are completed, accurate and contain all necessary information required, ready for handing over at practical completion.

Tests

18. Inspection and testing of Materials and Plant prior to installation, including off site inspections
19. Witness tests and record results, obtain certificates of performance where required
20. Witness Commissioning Mechanical & Electrical installations and record performance
21. Inspect materials to ensure they are in conformance with specification
22. Agree list of samples required. Clerk of Works to organise sample and reference panels, etc. for approval as deemed necessary
23. Drawings to be marked up daily to record date, location of concrete poured and reference test cubes taken. Other activities to be marked and dated on drawings (Curtain walling, Masonry, etc.) as required, including Drainage alterations

Safety

24. Monitor 'Health and Safety at Work' Regulations
25. The Clerk of Works has a duty to monitor safety daily, report to contractor, record any problems and breaches of safety
26. Check Contractors Health & Safety plan
27. Ensure COSH register is maintained and available
28. Ensure Fire Safety plan is in place and monitor as situations change

Meetings

29. Attend all meetings with the Client, Contract Administrator, Design Team and the Contractor & Sub-Contractors as deemed necessary for the smooth running of the project and adherence to the Contract Programme
30. Attend Design Meetings, as required
31. Attend Monthly Site Meetings and produce Clerk of Works Reports for Site Meetings

The Clerk of Works should adhere to the Quality Plan to ensure a systematic approach to checking materials.

The Clerk of Works is to keep abreast of current legislation and we do this with the Technical Indexes System which is constantly updated and covers all aspects of Construction Industry, i.e. British Standards; Codes of Practice; BRE Digests; Building Regulations; NBS Specifications; HSE Regulations; Asbestos Regulations; continuing Professional Development updates. Our Clerk of Works need only to ask and we can provide all relevant documentation to bridge any knowledge gap.

An early meeting with the Client would be advantageous to be able to better understand your current mechanisms for this service to better dovetail out offering and processes into the Client's method to provide a seamless service. Garnering information such as points of contract, reporting procedures and ensuring reports meet your needs.

The Clerk of Works should, as necessary, remind the contractor of the standard of quality required under the contract, dealing promptly and firmly with any departure from good practice or disregard of architect's instructions.

However, good co-operation between the Clerk of Works and the contractor's agent can contribute significantly to the success of the contract, particularly in checking that the site is kept in an orderly fashion, unfixated materials are properly stored and completed work is adequately protected.

In dealing with consultants, the Clerk of Works can assist by making detailed record of items of work before they are covered up, recording site deliveries and keeping records of day work. The Clerk of Works will also witness testing, balancing and commissioning.

Good communication between the Clerk of Works and the consultants should be encouraged with direct lines of communication established. Any items discussed should be raised at site meetings, where any particular issues raised either be these discussions of Clerk of Works Weekly Reports can be addressed / agreed and actioned by the party concerned.

The Client's interests should be protected at all times whether by pre-start march-ins, surveys or dilapidations prior to work commencing and being aware of the client requirements for the completed project.

We would, of course, be available for any community liaison meetings and maintain a professional aspect in all our dealings with any party with an interest in the project.

We undertake systematic and vigilant inspection of construction works in progress and with particular regard to the elements of workmanship, materials and compliance to standards. Our aim is to pro-actively assist the client, contractor and design team to realise a 'Zero Defects' project.

The benefits include:

- The highest possible standard in quality is achieved
- Enhances 'Right First Time' initiatives
- Reduces operational risks (compliance, delays, quality)
- Reduces costs (reworks, delays, litigation, insurance, etc.)
- Prolongs the lifecycle and durability of the building
- Improves the marketability of the building by demonstrating that independent third party site quality control has been adopted

As IMG Quality Control we provide a complete range of services to clients seeking risk reduction on building and infrastructure projects

The services include:

- Assess and monitor a constructors' reliability especially with regard to quality
- Validate the technical feasibility of design and construction plans
- Assess progress against programme
- Monitor and mitigate the risks involved in the construction process (quality, safety and environmental)
- Identify, highlight and record issues before they become problems
- Provide a flexible approach to quality control
- Verify project plans (quality plans, safety plans, etc.)
- Monitor quality in projects
- Monitor material suppliers, contractors & subcontractors
- Control and test building materials and witness commissioning tests
- Monitor compliance with designs and applicable codes
- Monitor the quality of materials and components on and off site
- Monitor the safety measures at site
- Conduct audits on the environmental impact of a project on site
- Issue notices of off-site materials and plant
- Manage the defects process by preparing a schedule of outstanding work/schedules of defects for each element of the works

Each element of the works shall be audited and any arising defects will be communicated via a Site Directive and distributed to all pertinent parties, thus ensuring action can be taken prior to advancement to the next element and subsequent covering over of any defective work.

Sample of Previous Projects

University Tower Refurbishment, Glasgow Royal Infirmary



This was a 2-phase project. The first phase was refurbishment works being carried out NHS GG&C including state of art laboratories and CL3 suite. The second phase refurbishment being carried out by Glasgow University including award winning Sound Booth systems for the Institute of Hearing Research. This project is currently in the running for national healthcare awards.

Glen Oaks Housing Association, Arden, Glasgow



This project was full refurbishment of 400 No-fines flatted dwellings. Works included new roof, PIR render insulation, doors, windows and A-rated Combi Boiler installation. This project was split with 2 large contractors working side by side.

Forth Valley College, Alloa



The £18.9m project was completed in 2011 and officially opened by the First Minister, Alex Salmond, on 26th October of that year.
This BREEAM-designed, design award winning build places the emphasis on sustainability and environmental awareness.

Irvine Housing Association & North Ayrshire Council, St. Michael's Wynd, Kilwinning



This 40 property new build project consisted of 3, 4 & 5 apt bungalow, terrace and semi detached dwellings.

Green Quarter, Manchester



The construction of 1500 high quality, 1 and 2 bedroom apartments, consisting of 10 apartment blocks, a commercial development and a 10-storey hotel. The project also features lawn and tree-lined walkways and is the biggest housing development ever to be undertaken in Manchester. Block 4 was constructed using post tension concrete floor slabs.

Albert Hotel, Orkney



The £800k refurbishment of fire damaged hotel – after works were completed Scottish Tourist Board awarded the hotel 4 stars (first 4 star hotel on Island)
This project involved liaising between insurance company, Client and working closely with the local builder to achieve high standard of finish required for 4 star status.

Example Weekly Report

WEEKLY REPORT

Project: Early Years, Tayvallich Primary

Week Ending: 08.08.2014

Date: 08.08.2014

Report No: 28

Inspector: IMG Operative

Project No: 106-14

Labour Record	S	Su	M	T	W	Th	F	Project: Early Years
Site Agent			1	1	1	1	1	
Labourers					2	2	2	Completion Date: 03 Sept 2014
Machine Operative			1	1	1	1	1	
Ground Worker			2	2	2	2	2	
Asbestos Specialist								Plant: Site compound Cement Mixer Various Power Tools Scaffold
Steel Worker								
Timber Kit Erectors								
Bricklayer/Stonemason				1				
Scaffolders								
Glazier				1				
Plumber						2	1	
Electrician								
Ames Taper								
Decorator			2	2	2			
Joiners			2	2	2	2	2	
Flooring Contractor								
Hard/Soft Landscaper								
Tar layer								Architect Instructions: 8
Wall tiler								
Power								CVI's :
Water								
Rough caster								CoW Instructions :
BT								
Floor Screeder								
Rofer								Day works: 0hrs
Foreman/joiner								
Campbell & Kennedy				1				
SSUK								
Fife Fire								
Fencer								
Cleaners			3					
British Thornton						1		
TOTAL			11	11	10	11	9	

WEATHER REPORT		TEMPERATURE		VISITORS
		AM	PM	
Monday	Overcast/Showers	13	18	
Tuesday	Overcast/Fine	14	20	Site Progress Meeting
Wednesday	Rain/Fine	14	19	
Thursday	Fine	15	21	Building Control, Architect
Friday	Overcast/Rain	13	17	
Saturday				
Sunday				

WEEKLY REPORT

Project: Early Years, Tayvallich Primary

Notes

Drain test carried out not witnessed by Clerk of Works or building Control
Contractor reporting 2weeks delay – due to roof details (monitoring progress)

Decorator commenced primer & 1 top coat to main room

Block work to front elevation
Setting out stone sizes for cladding front elevation

Saw cuts to timber cladding to be treated and colour matched to existing

Floor Screed

Hydrometer readings taking throughout floor vary between 23-26% wet
Advise reading between 20% (no dpm required)

Floor contractor did not verify moisture content readings prior to applying floor screed

This is now contractors' risk!

Render top coat application

Remedial work to down pipes – currently 2no off sets (maintenance issue)
Straight run required

Building external storage chest – poor mitres & all edges to be rounded over
Extensive remedial works required – heavy to operate, finger trap etc

Door stops required to WC doors
Box in pipework within cleaner's cupboard

Excavating service tracks (slow progress – Rock)

Remedial work to school following removing rubble wall – prior to painting school

Health & Safety Report

Notification issued – scaffold, fall hazards & poor house keeping

Contractors insurance expired – 01 August 2014

H&S Inspection carried out on Site Compound – numerous items to resolve

These include:

- Health & Safety at work poster not present
- No Site layout/Traffic Management plan

Awaiting report following contractors Health & Safety officers first and only site visit & response from Scaffold concerns

Copies to:

Client, Project Manager, Architect, M&E Consultants, Structural Engineer, CDM-C

**Operative, Site Inspector / Clerk of Works
on behalf of IMG Quality Control**

WEEKLY REPORT

Project: Early Years, Tayvallich Primary

Programme of Works

	Description	Programme	Actual	Comments
1	Enabling Works	100	100	
2	Lead In Period	100	100	
3	Site Establishment	100	100	
4	Form Temp. Access Road	100	100	
5	Form Base for Perm. Car park	100	100	
6	Demolish Outhouse	100	100	
7	Building	88	85	
8	Reduce Levels & Foundations	100	100	
9	Concrete Foundations	100	100	
10	Sub-Structure Block work	100	100	
11	Make up levels with Type 1	100	100	
12	Drainage Below Slab	100	100	
13	Ground Bearing Concrete Slab	100	100	
14	Structural Steelwork	100	100	
15	Erect Timber Frame	100	100	
16	Roof Structure	100	100	
17	Roof Sarking and Underlay	100	100	
18	Velux Windows	100	100	
19	Windows & External Doors	100	100	
20	Roof Coverings	100	100	
21	Soffits & Facia	100	100	
22	Drop Scaffold	100	100	
23	Stonework Walls	100	100	
24	Timber Cladding	100	100	
25	External Render	100	100	
26	Rainwater Goods	100	85	Poor joint finishes
27	Lay Insulation & U/Floor Heat	100	100	
28	Screed Floor	100	100	
29	Electrical 1 st fix	100	100	
30	Plumbing & Heating 1 st fix	100	100	
31	Joiner 1 st fix	100	100	
32	Ames Taping	100	100	
33	Joiner 2 nd fix	100	99	
34	Floor Coverings	100	100	
35	Kitchen Installation	100	90	Install bitish thornton equip.
36	Wall Tiling	100	100	
37	Specialist Fixtures & Furnishings	100	95	
38	Electrical 2 nd fix	50	100	
39	Plumbing 2 nd fix	50	100	Materials on-site – 16/05/14
40	Heating 2 nd fix	50	100	
41	Decoration	0	99	
42	Drainage & External Works	81	50	

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43	Foul & Surface Water	100	100	
44	External Stores	100	0	
45	Demolish Existing Classroom	100	100	
46	Stone Walls & Gates	100	80	
47	Paving & Hard Landscaping	100	75	
48	Soft Landscaping	50	40	
49	Tarmac			
50	Completion			
51	Test & Commission Services			
52	Snagging			
53	Tidy & Clear Site			

WEEKLY REPORT

Project: Early Years, Tayvallich Primary

Items brought to Contractor's attention

Item No	Identified area of defect	Reason work is defective	Date advised contractor	Date advised client	Action taken	Date of satisfactory action
1	Foundations	Not inspected Pic show no steel mesh	13 Feb 14	13 Feb 14	Steel fitted – Core cut	17 Feb 14
2	Sub-Structure	Common Clay brick used as infill	17 Feb 14	17 Feb 14	Replaced - Concrete Brick	21 Feb 14
3	Timber Frame	Voids/air gaps between partitions	01 May 14	01 May 14	Expanding foam applied	30 May 14
4	Floor Screed	Cracks within Screed	12 May 14	16 May 14	Filled with SLBM Screedfix	08 Jul 14
5	Timber Frame	tears - building breather paper	04 May 14	04 May 14	Patch repairs	27 Jun 14
6	Large window – front elev.	Fill void round frame prior to cladding	04 May 14	04 May 14	Filled with insulation	30 May 14

WEEKLY REPORT

Project: Early Years, Tayvallich Primary

Progress Photographs

Re-grading of soil to fence line



Formation of Slope/garden feature



Mud Kitchen



Pin boards (skirting to be painted grey)



Awaiting British Thronton Equipment



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