

Checklist

What to ask when something changes



Changes happen. You might spot something you want to tweak, a product might be out of stock, or the build might uncover a surprise no one could see at the start.

Before you give the go-ahead, make sure you know what's changing, what it will cost, and whether it will affect the timeline. Then get it in writing, so everyone is working from the same page.

TIP: Try not to decide on the spot if you feel unsure. It's okay to ask for the cost and timing impact, then take a moment to think it through.

Questions to ask

- ☐ What exactly is changing from the original plan or contract?
- ☐ Why is the change needed? Are there other options?
- ☐ Is this a variation, a product substitution, or both?
- ☐ How will the change affect the total cost? Will there be any future cost implications?
- ☐ Will it affect the timeline or delay any other work on the project?
- ☐ Will it change the look, quality, performance, durability or maintenance of the finished result?

☐ Does it affect anything else, such as building consent requirements, services, fittings or finishes?

☐ Have I been given enough information to make an informed decision?

☐ Has the builder provided the change, costs and impacts in writing before work starts?

☐ Do I need time to consider the change before approving it?

Once you reach a decision

Changes are easier to manage when everyone is working from the same information.
Keep a simple record of what was agreed, then file it with your contract and project documents.

Additional notes