A Contractor's Guide to Avenro

The work behind the paperwork.

Avenro helps owner-contractors, subcontractors and self-employed trade specialists turn their own project information into usable quotations and records. This guide explains the work behind those documents, how we work with you and what to consider before you engage us.

Finding what matters to you

Section	The question it helps you answer
1. About this guide	Where does this guide fit, and what will it help me decide?
2. The preparation behind the work	Do you understand the preparation and competing demands behind my working day?
3. Avenro at a glance	What assistance could I choose, and what difference is it intended to make?
4. Why Avenro was developed	Why this form of assistance rather than another tool or document?
5. The experience behind Avenro	Who is behind the service, and what informs the approach?
6. Why your building agreement matters	How does the support relate to the way my project operates?
7. What Avenro can undertake	Which situations and preparation tasks can the service address?
8. How we work together	What do I provide, what happens next and what comes back to me?
9. Clear responsibilities, dependable support	What can I rely on Avenro to do, and what remains mine?
10. Technology, information and confidence	How do I reach the support, and how will my information be handled?
11. Choosing the right arrangement	Would one task or continuing support suit my circumstances?
12. The direction ahead and the next conversation	What are you building towards, and how do I begin?

After Section 12 you will find answers to common questions, a glossary, reference notes and the enquiry form.

1. About this guide

You may have a quotation to finish, information scattered across messages and photos, or a site decision that is holding up the next step. Avenro can examine what you already have, work through the details with you and prepare a draft for your review. Your facts and decisions guide the wording.

This guide explains why the preparation matters, what we might take on and which responsibilities stay with you and your project team. It makes sense on its own and goes further than the Services Overview Brochure, with examples, an explanation of the working arrangements and a glossary of construction terms.

Use the guide to decide whether the approach could suit your project. The initial focus is quotation preparation and focused project-record preparation. Before we begin a particular task, we confirm availability and agree the work, information needed, fee and timing.

2. The preparation behind the work

You may recognise this situation.

You have visited the site, taken measurements, considered how the proposed work could be carried out and obtained the necessary supplier quotations. You have worked out your proposed price. In your mind, the project makes sense.

But your quotation remains unfinished.

The site assessment and pricing have given you a substantial starting point. To finish the quotation, you work through the proposed scope of works item by item. You check how the tasks fit together, resolve remaining concerns and choose wording that reflects what you intend to provide.

You may begin with rough notes to capture the sequence while it is clear in your mind. As you develop the wording, an omitted task becomes apparent. Another item needs qualification. Something listed separately may already be covered by a different activity. You move between the proposed work, your notes and the developing quotation, checking that an improvement in the wording has not changed the meaning or introduced a commitment you did not intend.

Writing the quotation can help you refine what you intend to do and how the work fits together.

Then another project needs your urgent attention. An important delivery does not arrive. Someone needs a decision before they can continue. When you return to the quotation, you first have to recover the proposed sequence, the decisions already made and the concerns still unresolved before you can continue refining the wording of the individual work items.

Knowing how to carry out the work and having the time and attention to complete this preparation are different demands. **Experience does not remove the need for the concentrated thinking that an accurate quotation requires.**

From the site visit to the proposed scope of works

During a site assessment, you are considering the existing conditions alongside the result being requested. You begin to work out what needs to happen first, what that makes possible and what other work it may affect.

A repair and a replacement may address the same complaint, but they can require different preparation, access, materials, labour and reinstatement. One approach may introduce a task that another removes. Your experience helps you anticipate those consequences, but the intended approach can still need refinement as you work through the details.

The proposed scope of works develops through that process. You capture rough thoughts, examine how the activities relate and refine the wording. In doing so, you may recognise an omission, remove duplication or identify a concern that affects what you have allowed for in the proposed price.

Thinking ahead helps you identify likely issues. Keep confirmed facts, stated assumptions and uncertainties separate. If something is uncertain, clarify it or decide how to treat it in the proposed scope of works before you commit.

The completed quotation then needs to communicate your confirmed intention to your client, including the relevant inclusions and exclusions. The reader sees the resulting description. They may not see the repeated assessment and refinement required to arrive at it.

You are preparing for a possible project while running the work you already have.

Returning to unfinished preparation

You may be supervising one project while remembering that another quotation still needs finishing. A photograph, a provisional figure and a concern about the proposed sequence remain in your mind because they must be brought together later.

Holding those details and unfinished decisions in mind takes effort while you attend to the work in front of you. This is sometimes called cognitive load. An outstanding action can demand attention repeatedly without reaching completion.

An interruption therefore affects more than the time available. You may need to reconstruct the reasoning before continuing. Alternatively, you may have uninterrupted time but need assistance with a particular procedure or with formulating an accurate response. The useful distinction is whether the preparation needs more available attention, different expertise, or both.

Keeping work moving while decisions are pending

Once the project is under way, a change request may arrive while another activity is waiting. You make a note, take photographs and intend to prepare the response later.

The site may need an urgent decision while your agreement gives you a set time to respond. Both need attention. Keeping the physical work moving does not complete the required response.

The proposed price is not always the only consideration. Additional work may affect another trade, the construction programme or completion. The person describing the need may not have authority to agree each consequence. The next step may be to seek direction or establish missing facts before a fully supported response can be prepared.

Bringing scattered information together

The foreman may know the reason, another person may have the measurements, and the decision may be recorded on someone else's phone. Someone must connect those contributions to the correct project and establish what they mean.

At other times, the project records are clear and the agreed scope of works is available, but nobody has the time and knowledge to prepare the response. Another photograph will not resolve that difficulty. The next piece of preparation needs a capable person to attend to it.

A later disagreement may also expose an earlier uncertainty. You remember what you priced, but the accepted wording does not make it equally clear to your client. Now you must address the change request and the original ambiguity while maintaining progress and the relationship.

Those connections can continue into a payment submission or the final account. A missing explanation today may depend on preparation interrupted weeks earlier. Reconstructing it draws attention away from current work.

Different projects need different support

One project may begin with a homeowner's broad request. On another, you might be a subcontractor in a professional project team. Travel, several active sites, financial pressure, different decision-makers and incomplete information can combine. The same business can need different support from one project to the next.

Our understanding draws on practical construction experience, discussions reflecting contractor and client perspectives, and critical examination of research material. These are situations to consider against your own experience, not a claim that every business encounters them alike.

The useful question is what this project requires—and how the necessary knowledge, time and continuing attention can be made available.

3. Avenro at a glance

Start with what you already know

Tell us what you are trying to get done and what information is available. Avenro examines the material in context, connects related details, identifies what needs clarification and drafts the agreed document or record for your review.

The two starting services

Quotation preparation. We develop the proposed scope of works from your intended work, site information and proposed price. We raise questions about missing tasks, overlaps, inclusions or exclusions and check that the draft reflects your answers. You decide the technical method and proposed price.

Focused project-record preparation. We organise the information you supply for a defined event, question or next step. We distinguish what the records show, what people remember and what is still missing or disputed. You can then see what needs a decision or further information.

You receive the agreed preparation and an explanation of matters that require your decision. Other tasks, such as a request to clarify a change or prepare supporting information for payment, are considered separately.

Agree who does what

If you choose to proceed, we agree what you will provide, what we will prepare, when we will return it and which decisions stay with you. This is the preparation handover. Once that work becomes an accepted assignment, we progress the preparation and raise focused questions where necessary.

Your review of the draft checks the facts, figures and intended commitments. It should build on work already undertaken, not require you to recreate the quotation or response from the beginning.

We call this specialist backing. Avenro takes responsibility for the preparation and any follow-up it has accepted. You remain in control of the project.

4. Why Avenro was developed

The purpose is to make construction-informed assistance with project administration and contract administration practically accessible. The first concerns the information, preparation, communication and

follow-through attached to your project. The second concerns attending to the relevant procedures and responsibilities in your building agreement.

The need can arise between activities that you already perform competently. You have assessed the site, considered the proposed work and collected useful information, but the quotation still needs careful development. Or a site event has been recorded, but its implications and the appropriate response still need to be worked through.

Avenro is being developed to undertake the agreed part of that preparation, with enough explanation for you to understand the resulting document and the next action. The intended benefit is both useful work and a dependable division of attention—not simply another place to store information.

Support that fits alongside what already works

You may already have an accountant, office assistant, foreman, adviser or capable project team. We begin by understanding the part each person performs and where a particular preparation task still needs attention. That avoids duplicating effective work or introducing conflicting direction.

A focused assignment may provide sufficient assistance. Where several connected matters develop over time, agreed support can include periodic project reviews of the relevant project records and outstanding actions. The appropriate level follows the project, the need and available capacity—not an assumption that every business requires the same package.

This provides a way to consider specialist assistance without necessarily appointing someone full-time. Where your existing arrangement already performs the task effectively, an additional service may add little.

The objective is not more administration. It is for the necessary preparation to receive the knowledge and attention it requires, with a clear and workable division of responsibility.

5. The experience behind Avenro

Gino Abrahams — founder

I began my working life on construction sites and later worked on the administrative and business side of construction. More recently, I have also provided remote administrative support to construction and maintenance businesses.

I have seen a project from the site and the office. I know what it takes to do the work and to use the available information to establish what was agreed, what changed and what still needs attention.

My experience includes the preparation involved in quotations and tender submissions. The proposed scope of works does not always arrive as a settled description waiting to be typed. Considering how activities relate, identifying a missing component and refining the wording can send you back to an earlier decision. The accuracy of the resulting document depends on giving that process sufficient attention.

Along the way, I have learned some hard lessons about the importance of project administration. Knowing what happened on site is not the same as having it clearly recorded, connected to the building agreement and ready for the next required action. The physical work and its project administration need attention alongside each other.

Those experiences have shaped Avenro's purpose. I want contractors to have someone who can examine the project information, ask the questions that matter and prepare the agreed document from what the contractor already has.

The work we accept should be a defined responsibility you can rely on us to undertake—not an unfinished task that still depends on you composing every sentence.

6. Why your building agreement matters

What the agreement tells you

Your building agreement helps establish what the parties have undertaken and how particular matters are handled as the project develops. The same site account can require a different response depending on the relationship, the documents and the action being requested.

Before preparing that response, we need to establish its purpose. Are you asking for direction, reporting a delay, presenting an amount or questioning how an item has been treated? The answer influences the wording, supporting information, recipient and applicable contractual requirements.

Consistent terminology keeps those distinctions visible. A change request raises a possible change. A contract instruction gives written direction under the agreement. A payment submission puts an amount forward for assessment. A payment certificate records the amount certified. Each term helps you identify the stage reached and what still needs to happen.

The JBCC example used in this guide

The formal examples in this guide draw on the supplied JBCC Minor Works Agreement, Edition 5.2 — June 2024. This is the identified reference used for those examples, not a requirement that every reader use that form or a statement that it is the latest edition.

Under that reference, the building agreement is read with the relevant Contract Data, contract drawings, specification, priced document and other qualifying documents. Project-specific details and amendments matter. The proposed price or an accessible quotation cannot stand in for all the documents that define the undertaking. The named form also distinguishes a priced document from a specification of materials or methods.

For a subcontract or another arrangement, the assessment follows the documents and relationship that actually apply. A homeowner can use a formal building agreement. Equally, the presence of a professional does not by itself identify the form being used.

Establish the person, purpose and communication route

Under the named Minor Works reference, a contract instruction is written direction issued by or under the authority of the principal agent, the person or entity appointed to administer that agreement. Avenro can help prepare your request for a contract instruction, but that request remains a request until the relevant direction is given.

The principal agent, site agent, quantity surveyor and structural engineer can have different functions. The preparation must identify who is responsible for the particular decision, rather than assume that any person involved in the project can make it.

The communication route also needs attention. The named reference excludes social-media communication from its notices. A report to Avenro is an input to our work, not a contractual notice to the employer or principal agent. The required recipient, permitted communication channel and contractual response period must be identified for the particular action.

Work from the situation and what your response needs to achieve. For a particular deadline, consult the actual project documents and amendments. Avenro claims no JBCC affiliation or endorsement.

7. What Avenro can undertake

Initial focus. Quotation preparation (7.1) and focused project-record preparation (7.4) are the two starting services. In both cases, we assess the task, the information available and whether we have the competence and capacity to take it on.

Other work assessed separately. A focused next step on a change request, payment information, completion or handover records, or follow-up on agreed actions may be considered. The descriptions of delay, final accounts and more extensive contractual preparation explain the sort of work a project can require. Any such assignment needs separate assessment and explicit agreement. The formal examples use the JBCC reference explained in Section 6.

7.1 Quotation preparation

The site assessment and proposed price can be available while the quotation still needs substantial attention. Your notes may capture individual activities without yet making their relationship, boundaries or remaining concerns clear.

For routine quotation preparation, you supply the intended work, relevant site information and proposed price. We examine how those inputs fit together, formulate the proposed scope of works and identify matters requiring clarification. The work includes selecting accurate wording while preserving what you intend to provide.

That assessment may reveal an activity mentioned twice, a related task not addressed in the notes, or an assumption about access, removal, reinstatement or finishes. We identify the concern and ask for the decision needed. We do not silently select a technical method, introduce a charge or create an exclusion. Where a specification or other project document applies, the wording must reflect its relevant requirements.

As confirmed answers are incorporated, we check that the description remains consistent and that a change to one item has not left a conflicting statement elsewhere. If a clarification changes your intended work or proposed price, the revised position returns to you for confirmation.

You receive a draft document for your review of the draft, followed by the confirmed quotation once the necessary answers and corrections have been incorporated. Routine quotation preparation uses supplied pricing. Originating or verifying a cost estimate, quantities, rates or design is separate work to assess and agree.

The intended result is a quotation that accurately expresses the work you intend to provide and the commitments you have confirmed—not simply a well-presented total.

7.2 Change requests

When a change is requested, identify what differs from the agreed work and who asked for it. Check what direction has been given and whether there is enough information to assess any effect on cost or time.

We compare your account with the relevant building agreement, project documents and correspondence. The preparation distinguishes what is recorded from what is remembered or assumed. We check what a difference in wording would change in practice before considering whether it means additional work or an additional charge.

An initial task may be to prepare a focused question or a request for written direction. A contractual notice, a change quotation from your description and proposed price, or a submission about an adjustment to the contract value would require separate agreement.

The response connects the stated difference to the supporting material and identifies the decision being sought. Questions about the affected extent, authority or timing remain visible until answered. Under the named Minor Works reference, the principal agent retains the applicable instruction and valuation functions.

You receive preparation for the relevant next action, rather than a document that assumes the change, its value and its time consequences have already been agreed.

7.3 Delay records and time claims

A delay event may be readily understood on site while its effect on the construction programme still needs to be demonstrated. The time spent on an activity and an effect on the completion date are different matters.

The starting information includes the event dates, affected activities, relevant records and the construction programme, which shows the planned sequence and timing. If Avenro separately accepts this preparation, we examine how the event relates to that sequence, identify missing connections and prepare the agreed notice or supporting account.

A useful account explains the reported cause, the work affected, the relevant dates and the basis of the effect being put forward. Where that connection cannot yet be established, we identify what is needed rather than infer it from the number of additional hours alone. Where applicable and expressly included, the preparation can also address particulars of expense and loss.

Under the named Minor Works reference, the principal agent considers a revision of the date for practical completion and adjustment of the contract value through their respective processes. Additional work does not automatically establish additional time, and a time claim does not automatically establish an additional payment.

Detailed preparation of a construction programme or extensive specialist assessment is separately considered before acceptance. **The contribution is to make the relevant time question clear and supported by the available facts, rather than let it remain hidden behind the immediate price discussion.**

7.4 Focused project record preparation

A photograph can show a condition without explaining when it arose, which work it affects or what was decided. Several messages can contain useful facts without making their sequence clear to a person preparing the next response.

We examine the supplied site information, drawings and correspondence in relation to the project and event. We identify the source, relevant dates, decisions and remaining uncertainties, then organise the account so another reader can follow what happened and what needs attention.

Agree the event, question or next action to cover. A daily site record from your account, a short progress report, a request for missing information or a response to a point in the contract minutes may fit if it serves that defined purpose. The work uses supplied material. Independent verification of site conditions and maintaining a complete record for the whole project fall outside the initial service.

Where the contract minutes differ from your understanding, we help identify the particular statement, the basis for questioning it and the clarification sought. The formal minutes remain the principal agent's record under the named reference. An Avenro summary can support a query about that record.

The date of an event remains distinct from the date it was reported. Conflicting accounts and missing facts are identified, not filled with plausible details. **The result should help someone understand and act on the project record, not simply find it in a folder.**

7.5 Supporting information for payment

A payment question may concern work performed, supporting quantities, an adjustment, an amount certified or payment received. The preparation begins by identifying which part of that process needs attention.

For the agreed payment submission or supporting payment valuation information, we connect the supplied quantities and amounts to the relevant work and project records. Where the material does not explain an item, we identify the missing connection and seek the necessary clarification.

If separately agreed, we can compare an issued payment certificate with the supporting records and prepare questions about differences. An omitted item, a different quantity, an unexplained adjustment and an amount awaiting support need different questions. The response should identify the particular difference and the information or decision needed to address it.

Under the named Minor Works reference, you assist the payment valuation, the principal agent issues the payment certificate and the employer makes payment. Avenro supports your contribution to that process rather than independently certifying the work.

You receive a clear basis for the payment submission or query. The amount submitted, the amount certified and the payment received remain separate. Accurate preparation can address an information gap. Payment still depends on the payer and the relevant process.

7.6 Completion and handover records

Finishing the main physical work may leave outstanding work, reported defects, a completion inspection or documents still required for a particular stage. The first task is to establish which matter and stage are being addressed.

Initial help in this area is limited to organising identified records you supply and recording the reported status of the items. An item reported as attended to may still need inspection or confirmation. A formal notice or wider completion support would require separate assessment and agreement.

In the named reference, a list for practical completion, list for completion and list for final completion serve different stages. Retaining the correct list and item reference helps prevent a general statement that the work is finished from concealing an unresolved requirement.

A handover pack can bring together supplied as-built information showing what was actually installed, applicable certificates, operating information and product guarantees. If wider support through a defects liability period is agreed, it can connect reported defects, responses and remaining actions.

You attend to the physical work and supply accurate updates. The appointed people retain their inspection and certification responsibilities. Collating a certificate does not mean issuing it, and organising a handover pack is not independent verification of technical compliance.

The result is a clearer account of the stage reached, the items still requiring attention and the information that must accompany the next step.

7.7 Final account queries

When a final account arrives, its balance is only part of the picture. The treatment of the work and adjustments needs to be compared with the relevant project records, and the required response needs to be identified promptly.

Under the named Minor Works reference, the principal agent prepares the final account. Within an accepted assignment, Avenro can organise your supporting material, examine the final account against it and prepare questions or a substantiated final-account objection.

That examination distinguishes an item that lacks support from one that is supported but appears omitted or treated differently. The prepared response identifies the item, the supporting basis and the clarification or adjustment being sought. It does not assume that every difference is a valid claim.

The date of document receipt and the applicable contractual response period require attention when the final account arrives, not only when the balance becomes urgent. You consider the prepared response and send it through the required route. Avenro does not determine the final account.

The final account, final completion, final payment certificate and payment received are connected, but they remain different matters.

7.8 Follow up on agreed actions

An ongoing project can need attention between individual document requests. A missing answer may affect later preparation. A prepared response may still need to be sent. A newly received final account may require examination.

If ongoing support is separately accepted, periodic project reviews can form part of that arrangement. We examine the agreed project records and outstanding actions, establish the stage actually reached and identify the next step, the person responsible and the relevant timing.

This continuing attention may identify missing direction, required information, forthcoming preparation or an unresolved response. Its value lies in progressing the agreed matters, not in producing another list that leaves all the action with you.

Agree what is covered, when reviews take place, what they cost and when the arrangement ends. A short task may need only one agreed checkpoint if a matter remains open.

Urgent matters reported to us are considered under the agreed response arrangements rather than left solely for the next periodic project review. We rely on the information you supply at the agreed times.

Continuing attention gives an outstanding action an identified place in the working arrangement, instead of leaving it only in your memory.

Two examples of the preparation in practice

These are constructed illustrations, not customer testimonials or records of completed Avenro assignments.

Example A — Finishing a repainting quotation

You have assessed a room for repainting and supplied photographs, rough notes, the intended preparation and finish, and a proposed price. You still need to decide whether the ceiling is included and who will move the furniture.

We identify how those concerns affect the proposed scope of works and ask for your decisions. As your answers are incorporated, we check that the resulting description remains consistent with the work and proposed price you confirm. We do not invent measurements, assume an exclusion or divide the total into unsupported rates.

You receive a draft document with the proposed scope of works expressed for your consideration. Your review of the draft checks the facts and commitments against your intention. After the agreed corrections, we return the confirmed quotation for you to send to your client.

Until material concerns are resolved, it remains a draft document, not a final document. Quotation acceptance and the award of the project remain separate outcomes.

Example B — A different wall finish has been requested

On a project using the named Minor Works reference, you report a change request for a different wall finish. Photographs and the event date are available, but a contract instruction, the requester's authority, the affected extent and any completion effect are not yet established.

We examine the supplied building agreement, specification, correspondence and priced information. The preparation distinguishes the reported request from the direction still needed and identifies the information required to consider cost or time implications.

The immediate response may be a request for a contract instruction or another appropriate communication, rather than a document announcing that additional payment or time is already due. You confirm the account and intended position. We return the agreed response and explain the next action. You send it through the required route.

Subsequent direction, pricing or time assessment is considered on its actual facts and within the work agreed with Avenro. **In both examples, the preparation progresses without inventing the decisions needed to complete it.**

8. How we work together

Agree what information you will provide, what preparation Avenro will undertake and when you next need to decide or act.

Start with an enquiry

Use the enquiry form at the end of this guide. A short account of the situation is enough to start. You can mention a known deadline or express general interest if you have no current project that needs attention.

It is free to enquire. Gino assesses whether the preparation suits the service and whether Avenro has the information, competence, time and capacity needed. An enquiry is a request to consider the work. The scope, cost and timing are discussed before any assignment starts.

Establish the work and responsibilities before preparation begins

Before we accept the assignment, we agree what we will prepare and return, what you will supply, the fee, timing and completion point. We also agree how project information will be shared and handled, and any follow-up we will undertake.

The confirmation should distinguish what Avenro has accepted from matters still requiring agreement. An acknowledgement that your information arrived is not, by itself, confirmation that the preparation can be completed within your required time.

Supply what is known and identify what still needs a decision

Rough but intelligible notes can provide a useful starting point. Identify the project, the people involved, the event date, what was said or done and any unresolved decision. Explain a photograph where its significance would not be apparent to someone who was not present.

For quotation preparation, your proposed approach may be recorded in rough work items rather than polished sentences. State the intended work and proposed price, and identify concerns about the sequence, boundaries or related tasks. Those concerns can then be addressed through focused questions rather than concealed by finished-looking wording.

A later recollection can also be useful when identified as such. The date something happened and the date it was reported remain different facts.

We examine the material, clarify concerns and develop the response

Gino Abrahams carries out and checks Avenro's assessment and drafting, with AI assistance. We consider the information against the accepted assignment and relevant project documents. We compare related items, identify gaps or conflicting accounts and establish what each question needs to resolve. The resulting drafting should preserve confirmed facts, your proposed position and any remaining uncertainty.

Preparation can move back and forth between the account, the documents and the wording. A confirmed answer may change a description or reveal a related concern. We make the necessary connection clear and return decisions to you where they affect the work, proposed price or commitments.

Related implications are considered within the accepted assignment. A materially wider investigation is discussed before it is undertaken. The purpose is to progress useful preparation while keeping its boundaries and unresolved matters understandable.

Your review of the draft confirms the intended position

You check the facts, figures, proposed work and commitments against your knowledge and decisions. Identify anything inaccurate or inconsistent with your intention. Avenro makes the agreed revisions and checks that those changes are reflected coherently in the prepared work.

Your review of the draft is an informed check of preparation already undertaken. It should not require you to compose the document again. Nor does your confirmation remove Avenro's accountability for its own assessment and drafting.

The final return identifies what happens next

We return the final document with the relevant recipient, sending route and timing identified within the accepted assignment. The work remains a draft while essential facts or decisions are unresolved.

You send the document to the required project recipient in the required manner and time, and retain the relevant evidence of document receipt. Where further work has been agreed, the recipient's response becomes part of the information needed to continue. Follow-up by Avenro is the follow-up included in the accepted assignment.

A final document returned to you is not a document sent to your client. Document receipt is not agreement to its contents. Keeping the stage clear prevents a completed preparation task from concealing a remaining action.

9. Clear responsibilities, dependable support

A defined division of work gives you a basis for relying on Avenro's contribution. It identifies what we undertake without confusing that preparation with site control or another person's professional appointment.

Matter	Avenro's agreed work	You or the appointed project participant
Understanding the project	Examine supplied documents, connect relevant information and identify gaps, inconsistencies or concerns.	Supply the applicable documents, known amendments and accurate account of the circumstances.
Quotation preparation	Develop the wording of the proposed scope of works, clarify related concerns and use the supplied proposed price.	Decide the intended work and proposed price, undertake your review of the draft and send the quotation to your client.
Changes, time and payment information	Prepare the requests or supporting information expressly agreed. Any wider contractual preparation is assessed separately.	Provide facts and decisions. The authorised project participant retains the applicable instruction, assessment or certification function.
Accuracy and corrections	Be accountable for the accepted assessment, preparation and drafting, and address errors in our work.	Identify incorrect reported facts and advise when your decisions or the circumstances change.

Matter	Avenro's agreed work	You or the appointed project participant
Completion and handover	Collate agreed records and handover material and record the reported status of identified items.	Carry out the physical work and provide updates. Appointed people retain inspection and certification duties.
Sending and continuing attention	Return the final document, explain the identified next action and perform the agreed follow-up or periodic project reviews.	Send the document to the required recipient and supply responses or events relevant to continuing work.

Candid assessment is part of dependable assistance

A gap in the information should be explained while there is an opportunity to address it. Where accounts conflict, we identify the particular uncertainty. Where the information does not support the position you propose to communicate, we explain why rather than make the wording sound more certain than the evidence allows.

You can then seek the missing information, reconsider your position or proceed with an account that explains what is still uncertain.

Your review of the draft remains important because you know the work and your intended commitments. Avenro remains responsible for its own preparation. Neither responsibility cancels the other.

Recognise when another role or expertise is needed

Avenro does not become the principal agent, site supervisor, independent certifier, adjudicator or legal representative. Where a matter requires authority or expertise beyond the accepted assignment, we identify that need so you can involve the appropriate person.

The intended benefit is better-supported preparation and decisions. The building agreement, facts and relevant decision process still govern the outcome. Avenro does not guarantee entitlement, approval of a claim, payment, profit, complete compliance or a dispute-free project.

The purpose of a clear boundary is to make the support dependable. It does not excuse poor work within the responsibility Avenro has accepted.

10. Technology, information and confidence

Sharing information at the right stage

The Google Form is for an initial enquiry or general interest. It asks for contact details and a brief description. Keep your quotations, drawings, photos and other project files for later. The form explains how the information you enter is used.

If more detail would help assess the task, we will identify what is needed. Before you share project material, agree how to send it and who will be able to access it. Any channel used for an assignment should be agreed for that assignment.

Appropriate tools support accountable preparation

Avenro uses digital tools, including AI assistance, to organise information and develop wording. Gino checks the work against the material supplied and the agreed task. Tool-assisted material still needs examination against the source facts, project documents and accepted assignment. A fluent sentence can still misstate an amount, overlook a qualification or imply a decision that has not occurred.

The tools therefore assist the preparation rather than replace responsibility for it. A generated response is not a contract instruction, payment certificate or determination of entitlement. Avenro remains accountable for the work it accepts, and your review of the draft remains part of the process.

The guide does not promise fully automated work, perfect output or instant results. Relevant external processing, including AI-assisted processing, must be explained before the service begins.

Understand the information arrangements before sharing project material

Your project documents may contain client details, photographs, pricing and correspondence. Before engagement, the arrangements should explain who may access that material, its intended use and which external services or processing are involved.

You should also understand where the material is stored, how long it is retained, how it can be retrieved and what happens to records and access when the service ends. There needs to be an identified way to report incorrect information, an access concern or a service interruption and to establish who will respond.

These arrangements are part of deciding whether the service suits your circumstances. This guide is not a substitute for privacy and service terms, a retention schedule or confirmation of security or regulatory compliance.

Convenient access is useful when it makes preparation easier to arrange while keeping the handling of your information and the responsibility for the work clear.

11. Choosing the right arrangement

A defined task can be a sufficient starting point

A single quotation, response to a change request or examination of a particular document may be the assistance you need. A focused task can be considered without assuming an ongoing commitment.

The arrangement identifies your contribution, what Avenro will return and where the accepted assignment ends. An agreed checkpoint can be included where a remaining matter warrants attention. The guide does not prescribe a mandatory subscription or universal package.

Assistance can begin during an existing project

If you enquire early, we can help you identify concerns about the proposed scope before you commit. On an existing project, we consider what can be done from the stage it has reached.

The starting material includes the building agreement, amendments, agreed scope of works, current circumstances and available project records. We distinguish established events, later recollections and missing information before deciding what preparation is possible. A new document cannot establish that an earlier action occurred when it did not.

Continuing support should match the connected work

Where several matters need attention over time, preparation can be combined with proportionate periodic project reviews. We agree which material is covered, how updates reach us and the response arrangements for urgent matters. The arrangement sets out which periodic reviews are included and when the support ends.

The depth and frequency follow the project and available capacity. Continuing support does not mean unlimited tasks, continuous monitoring or knowledge of unreported events.

Establish the practical terms before relying on the service

Point to settle	What the arrangement needs to make clear
Avenro service scope	The particular assessment, preparation, returned work and responsibilities included, and what remains outside them.
Your contribution	The information, decisions and authorised contact needed to progress the preparation.
Fees	The agreed charge, payment arrangements and basis for any continuing support.
Timing	The Avenro delivery commitment, what it covers and how urgency will be handled.
Revisions and changes	How corrections are handled and how a new or expanded requirement is considered before work proceeds.
Completion of our task	What is returned, who sends it onward and what follow-up is included.
Information handling	Access, use, external processing, retention, retrieval and arrangements when the service ends.

No fixed fee, service hours, guaranteed turnaround, unlimited revisions, refund term or cancellation rule is established by this guide. Those details are settled in the actual engagement arrangements.

Address urgency and wider requirements explicitly

A known deadline and its basis need to be identified early. The contractual response period, operational urgency and Avenro delivery commitment concern different demands. Keep track of any project deadline while your enquiry is being assessed.

Estimating, detailed preparation of a construction programme or extensive specialist assessment requires its own consideration of the work, cost, timing and capacity. A correction to an Avenro error is different from a new requirement and is not simply relabelled as another assignment.

The appropriate outcome may be a smaller task, another specialist or a focused question before a decision can be made. Where your existing arrangement already resolves the matter, or the obstacle lies outside what preparation can change, that should be made clear.

A suitable arrangement begins with understanding the actual need and agreeing a contribution that can responsibly be delivered.

12. The direction ahead and the next conversation

Avenro's longer-term intention is to make specialist backing more accessible through repeatable methods, appropriate technology and suitable human capacity, while preserving the judgement and attention that the preparation requires.

The immediate aim is to agree a useful piece of work, carry it out responsibly and learn from the arrangement. Further work depends on the expertise and time available.

The next conversation begins with your project

A brief description of the work, the event or the decision you are facing is enough to start. For a quotation, say what you are trying to finish. For an existing project, mention what happened and what needs to happen next if you know. Tell us if there is a deadline.

Gino will review your enquiry and assess what help may be appropriate. A response to your enquiry, selection for the initial group and acceptance of a particular assignment are separate steps. The enquiry form is at the end of this guide.

Frequently asked questions

Must I use the JBCC Minor Works Agreement?

No. It is the identified reference for the formal examples, not an entry requirement. Your actual building agreement and project relationship govern the work. A subcontract is considered through its own documents.

Can I approach Avenro while I am still working out what the response needs to achieve?

Yes. Your account of the situation and the information available provide a starting point. Assessing the required preparation and identifying the questions that matter are part of considering the task. Start with the facts you know, even if you have only rough notes.

Does quotation preparation include checking my cost estimate?

Not automatically. Routine quotation preparation uses the intended work and proposed price you supply. We can identify descriptive concerns or inconsistencies that require your attention, but originating or verifying the cost estimate must be expressly accepted within the Avenro service scope.

Will Avenro send the final document to my client?

The working arrangement described here leaves onward sending with you. We return the final document and identify the next action within the accepted assignment. You remain responsible for sending it to the correct recipient and keeping evidence of receipt.

Can assistance cover one task or begin after the project has started?

Yes, either can be considered. Suitability depends on the work, information available and time remaining. Assistance during an existing project does not assume that past omissions can all be corrected.

Does the support guarantee additional time or payment?

No. Preparation helps you present and support the relevant position. The facts, building agreement and decision process still govern the outcome.

What happens when the information is incomplete?

We identify the missing information and explain its significance. The next step may be a focused question, a qualified draft document or a decision that the requested preparation cannot yet proceed. A concern is not resolved by supplying invented detail or treating uncertainty as an agreed exclusion.

Short glossary

These explanations support reading the guide. They do not replace definitions or procedures in your actual building agreement. Formal role and certificate examples refer to the named Minor Works reference.

Term	Practical meaning in this guide
Proposed scope of works / agreed scope of works	The work being developed for a quotation, compared with the work established through accepted project documents and arrangements. Proposed and agreed are different statuses.
Building agreement / Contract Data	The governing arrangement and its relevant documents. Contract Data records project-specific details used with the named form.
Employer / principal agent	The contractual client named as employer, and the appointed entity administering the building agreement. These are roles, not assumptions based on who is on site.
Change request / contract instruction	A reported request to change the work, compared with written direction issued through the authority assigned by the building agreement.
Variation	A difference from the agreed scope of works, with its actual status identified. It may concern an addition, removal or replacement, not necessarily an increased payment.
Construction programme	The plan showing the sequence and timing of activities. It helps examine whether an event affects completion, not only the hours spent on one task.
Time claim / revision of the date for practical completion	A supported request about the completion date, compared with the revision determined through the applicable process. The request is not the decision.
Payment submission / payment certificate	The information and amounts you present, compared with the authorised certificate recording the amount certified. Neither establishes payment received.
Practical completion / final completion	Separate completion stages under the named reference. Completing the main physical work does not automatically establish both.
Final account / final payment certificate	The account addressing the final contract value, compared with the final certification in the payment process. Neither is a substitute for payment received.
Specialist backing	Knowledgeable assessment, practical explanation, preparation and agreed continuing attention while you retain project decisions and site responsibilities.
Accepted assignment / Avenro service scope	The work expressly accepted by Avenro, and the defined extent of that assistance. These concern the support arrangement, not your construction undertaking.
Preparation handover	An agreed division of preparation work, with the information, responsibilities, timing and return point understood.
Periodic project review	An agreed check of relevant project information and outstanding actions, not continuous site supervision.

Reference notes

Contract terminology and formal examples draw on the JBCC Minor Works Agreement, Edition 5.2 — June 2024, particularly clauses 1–6, 11 and 14–20. The actual project documents, amendments and appointments must be checked for an assignment. This is an explanatory reference, not a claim about the latest edition or an assessment of a live project. No standard form is reproduced, and no JBCC affiliation or endorsement is claimed.

The descriptions of project difficulties draw on practical construction experience, discussions reflecting contractor and client perspectives, and research considered during Avenro's development. They are not a representative survey or independent verification of service outcomes. The two scenarios are constructed illustrations, not customer testimonials or records of completed Avenro assignments.

Make an enquiry

Tell us what you need help with.

It is free to enquire. Give a short description of what you are trying to get done, or express general interest if you have no immediate task. Keep project files for later, when we have agreed how to share them.

Gino assesses each enquiry individually. If there is a suitable assignment, we discuss the scope, cost and timing with you before work starts. Selection for the initial group and acceptance of a particular task are confirmed separately.