Urbis Consulting Ltd T/A MDA Corporate Policy

Defects & Client Care Policy

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Defects & Client Care Policy

1.0 Purpose
We acknowledge that defects do occur in construction and although our procedures attempt to reduce these, we have developed a system in which to rectify these quickly in order to maintain a high level of quality and provide the client and residents with customer care so they can feel confident in our ability to fulfil our objectives under our aim of “achieving excellence in construction”.

2.0 Latent Defects
During the months after handover, defects may become apparent in varying forms, which can and will be promptly attended to in line with the contract. The defects review is undertaken by an architect or suitably qualified person who will ensure the contractor takes corrective action in order to maintain the specification and quality of workmanship detailed in the employers brief.

The Company operates a detailed Quality Assurance procedure for all departments and this ensures that all procedures are followed by all Urbis Consulting employees and this in turn enables the Company to provide clients with a quality product second to none.

3.0 Post-Contract Reviews
Urbis Consulting believes that benchmarking is an important element of any project. In order to improve performance, it is necessary to measure and compare performance and the Company has adopted the Key Performance Indicators (KPIs), developed by the Construction Best Practice Programme, for many of its projects.

As part of Urbis Consulting’s commitment to customer satisfaction the Company undertakes post contract reviews (which also form part of our KPIs) with all its clients for every project we complete. These review documents allow us to ensure that we are delivering the requisite level of service, and more importantly, we can assess those areas where we are not delivering to our client’s requirements and implement change.

For Urbis Consulting Ltd T/A MDA, Version 4 – September 2026
Registered in England 6708092
Registered Office 5 Cheapside Court Sunninghill Road Ascot Berkshire SL5 7RF
VAT Registration 940 3133 60