

Frequently Asked Questions

ASK Resource Plus Service©

1. What exactly is the Resource Plus service?

It is a method of providing clients with all the resources that they require to complete a project or part of a project and almost always consists of Labour, some plant and some materials. Sometimes it comprises of **all** labour, plant, materials, sub-contractors and sub-consultants. Effectively we provide everything at costs to us, plus a percentage to cover our management costs, overheads and risks.

2. Do ASK only do Civils, Groundworks and Brickwork?

Yes – but we cover every aspect and sometimes we are asked to do ancillary items such as Scaffolding (If we are doing Brickwork), provide a Telehandler plus driver for Brickwork Operations. Obviously, our service is extremely flexible – the more we do the better – but our heritage is in the groundworks and brickworks and we therefore focus on that.

3. What part of Groundworks, Civils and Brickwork do you do?

We do everything in these categories. Includes Site Remediation, Site preparation, Bulk Excavation, Cut and Fill, S278 Works, Sewer Connections to existing Adopted Sewers, Headwalls to streams, New Sewers to adoptable standards, Road Formations, Piling Mats, Foundations (Every Type – Deep Trench, Traditional, Wide Strip, Ring Beams, Rafts) Foundation Blockwork/brickwork, Underfloor Drains, Underfloor Water Services, Pot and Beam Floors, Underfloor Ventilation, Concrete Finished Floors, Suspended Concrete Floors, Plot Drainage, Scaffold Mats, Superstructure Brickwork, Stonework, Blockwork, Random Stonework, Pointing (Large Areas) Plot Services Ducts, Car Parking Areas, Block Paved Driveways, Flagging, Edgings, Landscaping, Fencing, Turfing and Topsoiling, Gravel Areas, POS, Attenuation

4. Can we/I supply materials and plant and some of the labour?

You can supply as much or as little as you like. Some clients ask us to provide no materials / plant and others ask us to provide sundry or emergency items only and some clients ask us to provide the entire lot. It is entirely your choice and we will work with you.

5. What happens if I am not happy with one of your guys – but like the overall service?

You make a phone-call to us and we will arrange for that operative to cease working for you and you will not see them again. We will either provide a new operative or just reduce the team to see how it goes.

6. How much Notice do I need to give to suspend or stop a contract?

Obviously, we ask that a few days' notice is provided. However, in an emergency, you can suspend all our works with immediate effect.

7. How much notice do I need to give to start a job?

We will do our best to resource up a job for you immediately and will aim for the next day but this cannot be guaranteed as it depends on the work involved and the resources that we have available.

8. What happens if I am not happy with the quality of the work?

You make a phone-call and tell us your concerns. Initially we will speak to the operatives, or operatives' supervisors and ask for an immediate improvement. If you are still not happy – then you call us again and we swap the operatives concerned or the team concerned. You are in control, but we do the telling.

9. Do you insure all works?

We have Employers and Public Liability Insurance – but you should insure all the works directly yourselves.

10. Are all your operatives inhouse?

We have a combination of inhouse, known regular operatives (CIS) and new regular Operatives. We do not always guarantee to provide you with only men that we have worked with previously but we always try to ensure that at least one or two of our people are known to us and we always check references/c.v.'s before putting new guys on a site.

11. How long have you been doing this?

Our team has a rich heritage in groundworks, civils, brickwork and project management and has literally centuries of combined experience. We have been offering a Resource Plus service for two years with extremely positive results. We knew that there had to be a better way than either using a Bona-Fide Sub-Contractor (Inflexible, Expensive, Adversarial) or in-house guys (Inflexible, Hard to manage, very expensive, logistical issues) and that is when we created our resource plus service.

12. What are the advantages of using ASK Resource Plus © over traditional Sub-contractors?

Quicker (Much Quicker) Procurement Process – you call us today – we can often start tomorrow.

Less Arguments - We are on your side and work with you rather than against you and see your objectives of efficiency, low costs, high quality, high levels of Health and Safety, fast programmes as our objectives

More Predictable Costs All our expenses are set out at the outset and therefore there is no need for you to be constantly harassed to pay more for: Lack of Information, Materials, Indecision, Poor other trades' performance, additional works, delays on site, delays by statutory bodies. Sometimes Subs will do nothing in a week (Still want payments) and sometimes they will do a lot (and want paying a lot). Our costs are usually very predictable on a week by week basis.

More Predictable Timescales. We can step up resources to achieve faster programmes or cut back to slow down the costs and therefore decrease cash outflow. This is extremely difficult to do with sub-contractors.

More Predictable Quality. We can alter the type of resources supplied to optimize the elements of the job that you wish to have the very best quality finishes.

Health and Safety. We will never try to cut back on Health and Safety to save money.

Cashflow Management. You can suspend the job – or slow it right down to suit cashflow management. Sometimes in the case of Public Sector works or PLC works we can deploy more resources to utilize effectively more plentiful cashflow surpluses.

13. What are the advantages of your service over employing our own people in-house?

Hiring people directly is very time consuming, expensive, difficult and can be riddled with legal complexity. Firing people is even more of all those things. Which is fine if you have a fixed long-term position (Such as Head office people).

Sites start, stop, go-fast and go slow and they only last for a few months. Resourcing a site to suit this natural rhythm is super difficult if not impossible. We have a natural advantage in that we have many clients in similar locations and since we specialize in just groundworks, civils and brickwork often can smooth out the natural ebbs and flows.

For example our specialist S278 Street-works Operatives can do works for lots of different clients in the same region which makes the initial effort in recruiting them worthwhile to us whereas it would be difficult to invest that level of time for just one site entrance.

14. What happens if machines breakdown?

Well of course we ensure that we only use reliable resource suppliers but sometimes they breakdown and we get charged and we have got to charge you.

15. Do you guarantee your work?

No. This service is provided at cost plus and we expect that you as the client, together with the Building Inspectors, Clerks of Works, Architects and CML Warranty providers supervise and pass all works as it progress. Remember it is essential to get all ground checked PRIOR to concreting and all drainage checked PRIOR to backfilling by all regulatory bodies.

16. What happens if it rains?

We expect all operatives provided to you to work in inclement weather wherever possible and of course they will need to be paid. If not possible (EG just facing work available) then we ask them to stay on site and wait for conditions to improve and the full time is payable. During long periods of inclement weather, we ask the operatives to go home and you do not need to pay us if we do not need to pay them.

17. Do you take responsibility for Health and Safety seriously and relieve me/us from any liability?

We do take Health and Safety very seriously and ask all our operatives to work safely and never take any risks. However, as a client you cannot delegate any of your Health and Safety obligations to anyone else including us and you will therefore be primarily responsible for all Health, Safety and Welfare for all your operatives, site staff, visitors and the public at large as a result of your project. (Including our operatives)

18. Do you have a specialist Health and Safety Person?

We use specialist firms and can, if you wish us to, ask them to visit site regularly and produce Audit Reports. This of course is chargeable.

19. Generally, how much do you charge for your services?

Generally, we will charge different levels depending on the length of contract, overall size, complexity, and this will be agreed in writing.

If not specified, the following apply:

Element	Costs plus %	Conditions
Materials	Costs plus 30%	
Sub-Consultants	Costs plus 30% (If we pay them) 15% if contract with you	(EG Engineers, Structural Eng., Contamination experts)
Plant	Costs plus 50%	Min. 9 hours chargeable
Operatives / Labour	Costs plus 50%	Min 9 hours chargeable (Even though work time might be 8)
Sub-Contractors	Costs plus 30% (If we pay them) 10% - if contract with you	

20. Can you provide Site Preliminaries?

We can provide anything asked – but usually we prefer to stick to our specific areas of expertise.

21. What are your payment terms?

Our standard payment terms are weekly in arrears? We book in on Friday night for payment by BACS transfer the following Friday. In very specific circumstances, we may offer Bi-weekly but since our contract term is weekly – it is better that our payment terms are weekly.

22. How often do you your pay the operatives?

All our operatives are paid weekly (usually NOT week in hand) and therefore you will never suffer from any operative claiming he/she has not been paid from us as this will never be the case.

23. Can I employ your operatives directly for a one-off fee?

No. It is an important part of the contract between us that you do not employ any resources that we introduce to you for at least 1 year after the cessation of any works. We put a great deal of effort into providing our clients with the best people and it would of course be unfair for you to simply “turn their heads” with cannot refuse offers.

24. Can I try your service for a week or two?

Yes of course. Why not dip your toe in first with say a bit of snagging work or completion or dilapidations work? Give us your worst work packages first and then we will deserve and have earned your best packages. Give us those later.



Weekly rolling contract. Weekly sign off. Deal with just one contact. Flexible Service to suit your programme. Predictable weekly costs. Zero conflict, argument, remeasure, variation orders. One simple payment covers the lot. Call us today and get your site resourced tomorrow.

Site Preparation, Bulk Excavations, Muck Shift, Foundations, Foundation Brickwork, Pot & Beam, Concreting Works, Services, Drainage, S278 Works, Plot Drainage, Services, Brickwork Superstructures, Paving, Driveways, Road Formations, Kerbing/Edgings, Landscaping, Fencing