

## Leaders in dental building construction

If you are looking to create a first class, modern dental practice in partnership with a specialist team of developers, Aspects Building Contractors fit the bill. We talk to them about their commitment to and their expertise in the dental construction business

Tell me a bit about the history of Aspects Building Contractors.

Aspects Building Contractors have been specialising in the field of Dentistry Building Construction for the past twenty years. We have amassed a huge amount of experience over this period of time and pride ourselves on the level of quality of service and workmanship we are able to provide. We have made a concerted effort to keep the business at its current size to enable us to keep our fingers on the pulse of each project at all times. We find the feedback from our customers is that they want good quality workmanship and products within their surgery fit-outs, but they also need to have a consistently good working relationship with the building team and project supervisor. The success or failure of a project can rest on the skill of the contractor.

**What business structure do you have in place to ensure you maintain good customer relationships during the construction and warranty period?**

We are small enough to take care of each project personally. We have built up our specialised team over many years and we all work closely with each other throughout the project. This way we have found that each project works like a jigsaw puzzle, with each task fitting nicely into place with the next. We have two Directors working 'in the field'; one of them handles the start up of each project liaising directly with the client to determine their goals and expectations.



*Aspects were contracted to construct my dental practice. I wanted the best, and I got it. Their professionalism, competency, and informative suggestions throughout helped make the entire experience run smoothly like clockwork from beginning to end. They did an absolutely outstanding job and I am entirely pleased with their performance! Aspects' quality and customer service truly exceeded my expectations. I would highly recommend Aspects to anyone looking for building work both professionally and privately.*

— Dr Nadine Epp of Kingston Upon Thames

He will then hand the project over to the second Director who controls the continued development of the works and all operational areas whilst maintaining the close contact established with the customer. Near to the conclusion of the job, the case is handed back to the first Director who will resume client liaisons to make certain that everything is completed satisfactorily to meet their approval. We have found that this system ensures that the client forms a close working relationship with both of the key people concerned with the project and helps maintain confidence both in the venture and with us as their building contractor.

**Do you work alongside your customers, giving guidance on all aspects of each project, from design to finance?**

We take on projects of all shapes and sizes. Because we have such a good reputation within the dental industry, most of our work is gained through referrals. If the client is already working alongside an architect, then the design stage is usually nearing completion. If not we work together with the dentist using our wealth of experience to advise on each aspect of the project including design, finance and possible local authority issues. As it is our policy to keep in frequent contact with the client throughout the project and to encourage them to visit site as often as possible to see our skilled operatives at work, it enables us to give guidance and assistance on a regular basis as required.

**What advice would you give a dentist who is looking to convert or refurbish their surgery?**

It is critical to carefully select an experienced contractor who has a reputation for having performed well on similar projects in the past and that can bring the optimum balance of professionalism, reliability and skill, hand in hand with offering a personal, caring service. Seeking references and recommendations are important, as is the desire to establish a good working relationship with one's contractor.

**What is the biggest or most prestigious dental practice you have worked on?**

With over twenty years experience, it is hard to choose an individual project because we believe that each and every job is equally important in its own right, big or small. Our Company prides itself on the fact that all of our work is based on referrals and we continue to strive in our efforts to deliver what our clients are looking for.

**As an experienced contractor to the dental industry, what, in your view, makes a good client?**

We like our clients to work with us as much as possible, but at the same time, because we have the experience, we also like to go to site and 'get stuck in'. We are always conscious of tight deadlines due to the nature of the work and strive to meet these each and every time. Obviously we feel a good working relationship with a client is essential and quick decisions regarding specifications, regular feedback and a willingness to make prompt payments upon request are all key areas which help to ensure the success of a project for all parties.

# BUILDING YOUR FUTURE, TOGETHER...



Aspects Building Contractors have been helping build dream dental practices for over 20 years.

Our personal involvement at every stage of your development ensures you will receive the highest level of quality and service.



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