

## Frequently Asked Questions

### 1. QUESTION: Why do we need a PROJECT MANAGER / OWNER'S REPRESENTATIVE?

*Answer:* Projects need leadership. Our experience has shown that in the absence of a qualified and committed Owner's Project Manager, the project tends to be Architect-Driven during design phase and Contractor-Driven during construction phase. We know the Owner wants it to remain Owner-Driven to realize its greatest benefit and value to the Church. While this is no indictment to the Architect or Contractor, they cannot play the role of the Owner. It takes time, expertise, experience and focus to successfully deliver a project. CCL acting as the Owner's Project Manager provides the skills and resources to maintain an Owner-Driven project.

### 2. QUESTION: What are your fees? How do I afford them?

*Answer:* Fees for Strategic Planning Service are proposed as a lump sum dependant on what tasks we will perform for you. Project Development Services fees, specifically our work on obtaining property entitlements or property transactions are considered on a case by case basis as the scope of work varies greatly on each project. Fees for Project Management Services are determined as a percentage of the Project Cost. Our services represent an investment in your project as our history is that our involvement realizes savings well in excess of our fees.

### 3. QUESTION: Do your services overlap with an Architect's services?

*Answer:* They do not. We act as the Owner's Representative to the project and look at all issues through the clear lens of the Owner's agenda. Beyond the planning and preliminary conceptual design performed in Strategic Planning, we do not perform the design or construction services for the project. We act as an extension of the Owner's staff.

### 4. QUESTION: Do you have personnel on-site full time during projects?

*Answer:* Typically, projects do not require CCL to be on-site full time. We have had exceptions for extremely large projects where our staffing increases beyond a typical structure. We best serve our projects being supported by our corporate offices in Atlanta while making regular trips to the project while handling day-to-day communication via telephone conference and internet tools. Since most projects do not require our staff to be on-site full time, we do not require the fees to cover that expense.

### 5. QUESTION: How does CCL Project Management save me money?

*Answer:* Our experience allows us to look at the issues of a project with a complete perspective. We save our clients money by setting budgets and adhering to them, creatively offering proven alternatives in the planning and design process, knowing the market and using our buying power to know how and where to purchase services at a value, resolving issues before they cause additional costs, allowing the Owner to make informed decisions to consider what value certain items have to them and not including them in the project if they do not provide value to the Owner.