

My profession

The architect provides assistance at all stages of your project

Why use an architect?

- ✓ Because you have your own particular lifestyle and personal tastes
- ✓ Because you know that the cost of using and maintaining your building will depend as much on the quality of the design as on the quality of the work
- ✓ Because you want work to begin on site as soon as possible
- ✓ Because, although your project must above all please you, it must also respect its surrounding environment

What is the architect's role?

- ✓ The architect is instructed by the client to design the architectural project

When should you call on an architect?

- ✓ To design and prepare a project subject to a building permit
- ✓ Obligatory for a project whose net buildable floor area exceeds 170 m²
- ✓ Optional for a project whose net buildable floor area is less than 170 m²

What are the architect's various tasks?

- ✓ The exploratory phase (carried out by the client) (town planning application)

Percentages of overall work:

Brief A:

- ✓ The preparation of your building permit application
 - Preliminary design and outline proposals
 - Final outline proposals
- ✓ The building permit (building permit application)

Brief B:

- ✓ Beginning of work
 - Detailed design project
 - Contractor consultations
 - Drawing up contracts with contractors

Brief C:

- ✓ Supervision of work
- ✓ Handover of work and closing of accounts

What guarantees are provided by an architect?

- ✓ Proficiency
- ✓ Code of conduct
- ✓ Contractual guarantee
- ✓ Professional guarantees
 - Obligatory insurance
 - Duty to advise

How much does an architect cost?

- ✓ The architect's payment depends on three factors:
 - The cost of the project
 - The complexity
 - The extent and difficulty of the brief
- ✓ Fees are calculated using three main methods:
 - Lump sum
 - Payment as a percentage of the cost of the work
 - Hourly rate

Why use an architect?

- ✓ *Because you have your own particular lifestyle and personal tastes*

Above all, the architect's role is to listen to you. Based on your requirements, tastes, lifestyle and possible changes in your family group, the architect will help you define your project: layout of the premises, intelligent use of surface areas, organisation of interior volumes, external appearance and so on.

The architect is not there to sell an existing design or a standard layout, because your home should not impose a standardised lifestyle on you.

The architect designs the layout according to your tastes and needs, juggling with constraints to provide a more personalised solution.

His or her "added value" lies in the creation of a made-to-measure solution.

As well as knowing how to communicate, your architect can calculate and is able to design a project that suits your budget.

Once the programme and its cost are clearly defined, the architect will be your representative in dealings with contractors to ensure the best value for money.

The architect will supervise the work and ensure that completion times are respected.

- ✓ *Because you know that the cost of using and maintaining your building will depend as much on the quality of the design as on the quality of the work*

Your architect will take the climate and the site on which your property is to be built into consideration when designing your project. Its orientation, architecture, choice of techniques and building materials, and the type of heating are studied to ensure that future energy consumption and maintenance costs are kept to a minimum.

- ✓ *Because you want work to begin on site as soon as possible*

To build, even on land that belongs to you or that you are currently buying, you must obtain approval from the local authorities.

Working on your behalf, your architect will prepare your building permit application. In addition to your project, it must contain the various pieces of legal, administrative and technical information that you are normally required to provide: if you wish, the architect can act on your behalf and complete the necessary formalities.

The architect submits your building permit documents to the relevant departments and closely monitors progress. By immediately providing the information requested by the authorities, your architect can considerably accelerate the issuing of your permit.

- ✓ *Because, although your project must above all please you, it must also respect its surrounding environment*

Working with you, your architect will ensure that your project fits in with its environment.

What is the architect's role?

The architect's task is to make an active contribution to all the spatial planning work and, more particularly, the building process.

The architect is involved in the construction, renovation and landscaping of public and agricultural buildings, apartment blocks and single-family homes. Generally speaking, an architect must be used for any project requiring a building permit. The architect meets the expectations of individuals without damaging the general interest.

The architect is instructed by the client, the building owner, to design the architectural project.

The project uses drawings and written documents to define the setting out of buildings at all project levels, from design through to completion of the work:

- ✓ Choice of site
- ✓ Design
- ✓ Expertise
- ✓ Economic evaluation
- ✓ Financial packaging
- ✓ Administrative procedures
- ✓ Calls for bids
- ✓ Site supervision
- ✓ Handover of work

For an architect, it is much easier to undertake his brief satisfactorily if he/she is given full responsibility for the entire operation.

The architect, being close at hand and available, is the person best placed to assist you in all site supervision.

Your architect can guide you through the building process and help transform your ideas into reality while also taking full advantage of a site's potential.

Comprehensive service from an architect ensures a building's quality, performance and cost effectiveness in the long term.

An architect's services ensure that the client has the best value for money at the time of investment and guarantees considerable savings when it comes to maintenance.

When should you call on an architect?

The participation of an architect is **obligatory** for the design and preparation of any project that requires a **building permit**, whether for the construction of a house, or the conversion or extension of a housing unit or any other type of premises.

The participation of an architect is optional for private individuals wishing to build or renovate for themselves, but is always worthwhile, particularly in the following cases:

For private individuals wishing to build or renovate for themselves:

If the net buildable floor area of the building (for use other than agricultural) decided by the private individual does not exceed 170 m²

If work to an existing building does not increase the surface area to more than 170 m² or if it falls within the list of work requiring a simple preliminary declaration.

Choosing an architect means selecting expertise sanctioned by law.

Experience and a well-known name should not be the only criteria for choice. Young professionals also deserve your confidence.

Direct dialogue with several architects is essential if justified by the quantity of work, as the confidence between you and the architect is fundamental to the success of your project.

There are bodies able to help you through the process by providing additional information.

To this end, you can contact the Conseil d'architecture, d'Urbanisme et de l'Environnement – CAUE (architecture, town planning and environmental advisory council) in your “county” (*département*) which will, without charge, provide information on the first steps to be taken in preparing a project and on any constraints that exist on the site where you wish to build.

A CAUE architect will provide advice on the best ways to integrate your project into the site and, if required, propose modifications able to best satisfy you while also complying with town planning regulations.

What are the various tasks carried out by an architect?

A house is built in successive stages: to accelerate site work (the final cost of your building will depend on this), your architect can provide assistance for each stage, either within the scope of the normal project architect's brief or because you set your architect additional tasks as detailed in a contract which you will sign.

The architect signs a service contract with you.

If the architect designs the building and is then directly responsible for the construction, you will sign a contract for the construction of a single family house that includes the provision of drawings.

Three conditions must be met before work can begin on site:

- ✓ You must have checked that building is permitted on your site
- ✓ You must have obtained the loan(s) necessary to buy the site (if you are not already the owner), build the house (including the various service pipes and lines) and, finally, pay the fees of the architect, surveyor, etc.
- ✓ You must have obtained your building permit

Any contract signed prior to obtaining the loans that you have planned using (these must be clearly listed in the contract) must include a suspensive condition that they be obtained (law dated 13th July 1979 on the protection of persons taking out loans).

You should also include suspensive conditions regarding the granting of a town planning certificate or a building permit.

The suspensive conditions included in a contract prevent performance until the conditions have been met.

The exploratory phase

Generally speaking, this should be carried out by the client, in other words, you.

It involves a certain number of steps.

If you wish, the architect can provide assistance as part of a "special brief" that you will specifically mention in the architect's contract.

1 – Is your site building land?

If you are owner of the site or have signed an "preliminary Deed of Sale":
*submit an application for a **town planning certificate**.*

Four copies of the application for a town planning certificate must be sent by registered letter with proof of delivery to the Town Hall for the municipality where the site is located.
It is obtained within a maximum of two months.

It is up to you to file the application if you are the owner of the site. If you have signed Deed of Sale, it is obtained by the vendor or his solicitor.

It is very much in your interest to obtain this document. If your site is indeed considered as building land, it indicates any administrative easements (expropriation project, alignment rules, renovation perimeters, etc.) and any mandatory town planning requirements:

- ✓ authorised density
- ✓ height
- ✓ external appearance
- ✓ eventual purpose
- ✓ location with regard to neighbours and the road
- ✓ if required, authorisation to demolish existing buildings
- ✓ whether located in a protected, listed or heritage area.

Ensure that your site is not subject to any private easements that could prejudice your project:

- ✓ right of way or drilling rights
- ✓ joint use constraint
- ✓ easement concerning views over neighbouring properties
- ✓ undefined property lines requiring boundary markings
- ✓ prohibition on building,
- ✓ etc...

Ensure that your site is "technically" suitable for building:

- ✓ check the subsoil: if your town planning certificate states that you are located in a risk area (e.g. unstable subsoil), your building permit application must include a geological survey detailing the necessary precautions,
- ✓ serviced site: connection to sewers, road, water, electricity and gas supply, telephone line,
- ✓ check whether or not your site is subject to laws on land clearance.

If your site is located in a subdivision, your preliminary purchasing agreement or Deed of Sale must include:

- ✓ a clause indicating that the subdivision by-law and associated specifications have been provided: you should not make any payment to the vendor before receiving a copy of this by-law,
- ✓ the subdivision regulations and specifications indicate the distribution of charges between the various owners to cover the subdivision's common areas. They also indicate administrative and town planning easements as well as private law easements relevant to the subdivision,
- ✓ a clause indicating that, depending on circumstances, one or the other of the following has been given to the vendor:

- a certificate stating that all the work required of the subdivider has been completed. The only exception to this rule concerns the performance of the finishing works (road surfaces, construction of pavements) which can be carried out at a later date on condition that the subdivider has received authorisation to this end.

- an order authorising the sale of plots prior to all or part of the work having been carried out, on condition that the subdivider can provide a bank guarantee covering the completion of the work.

2 – Your financing possibilities

To finance the purchase of a site (if you are not the owner), the construction of your house or the any alterations, you may need to take out several loans:

- ✓ *A state-aided loan*, if your income does not exceed a certain ceiling,
- ✓ *Loan with a maximum interest rate*, if the building cost does not exceed a predefined price per m²,
- ✓ *A zero-interest loan*,
- ✓ *A home ownership loan*, if you have a property savings account

These will allow you to obtain most of the capital you need.

- ✓ Do not forget smaller loans that might be available to you as these often have advantageous rates: 1% interest housing loan, civil servant loans, “county” loans, retirement fund loans, loans from executive superannuation funds etc.
- ✓ If you are not entitled to any of these conditional loans or if you need an additional loan, find out about bank loans and the rates offered; these may differ considerably from one bank to another.

The characteristics of these loans vary enormously: constant or progressive monthly payments, fixed or variable interest rates, etc. You can contact your local housing information agency (Agence Départementale pour l'Information sur le Logement – ADIL) for further advice.

Do not forget that your financial commitment is spread over a very long period and needs to be compatible with any foreseeable changes in your financial resources.

If your income does not exceed a given ceiling, certain loans will give you access to a personalised housing grant or housing allowance that will reduce your repayments. However, the amount of this aid is not constant: it is revised upwards or downwards every year and varies according to the size of your family and any changes in income.

Your architect is of the opinion that your available finances are insufficient to cover the work you envisage, he has under a legal obligation to inform you of this (article 36 of the Professional Duties Code).

Percentages of overall work:

| Brief A | |
|---|-----|
| Preliminary design and outline proposals | 16% |
| Scheme design and building permit application | 16% |
| Brief B | |
| Delaited design project and contractor negotiations | 20% |
| Assistance in drawing up contractor contracts | 4% |
| Brief C | |
| Supervision of work | 40% |
| Assistance in the handover of work | 4% |

BRIEF A:

Preparation of your building permit application

On the basis of this information, your architect can begin work.

During the subsequent design phase, you will need to constantly communicate with one another to ensure that the solution fully expresses your desires, tastes and financial possibilities.

1 - Preliminary design and outline proposals

If you plan to build a house, your architect will study the following with you:

- ✓ your site: its location, environment, topography, subsoil characteristics, relevant easements
- ✓ the climate
- ✓ what you need and what you want

If you plan to convert a housing unit, workshop or barn

Your architect must first examine the condition of the premises.

The extent of the work and its cost depend on this.

The combination of these various pieces of information will allow your architect to make one or more proposals called "outline proposals".

Following the preliminary phase, which will provide an initial idea of what your house might look like and how much it could cost, the aim of the outline proposals is to specify the general design of the project: it exists so that you can incorporate any modifications you might want. It is at this design stage that you will establish a general scheme that the architect will subsequently work on to develop the project.

Using the outline proposals you have chosen, the architect can then move onto the following stage, called the "scheme design".

2 – The scheme design

Your building permit application will be studied as from the scheme design stage: it is at this point that the sketch becomes a much more precise proposal.

The scheme design includes:

- ✓ a drawing showing the integration of the house into the site at a scale of 2 mm/m
- ✓ a layout plan at a scale of 5 mm/m
- ✓ a plan of each level at a scale of 1 cm/m
- ✓ details of materials, roofs and colours

- ✓ the built surface areas
- ✓ an overall estimate of the cost of the work

The building permit

1 – The building permit is obligatory

- ✓ for all new constructions
- ✓ for work carried out on an existing building which will:
 - change the use of the building (barns or workshops converted into housing)
 - modify the façade or volume
 - create additional levels or surface areas

2 – Formalities and the processing of the documents

Acting on your behalf, your architect collates all the documents needed to file your application:

- ✓ scheme design
- ✓ your identity and that of the architect
- ✓ the legal status and surface area of the site
- ✓ if required, land clearance authorisation
- ✓ if required, authorisation to demolish existing buildings
- ✓ the envisaged financing
- ✓ if you are not the owner of the site, the owner's identity.

The documents are sent by registered letter with proof of delivery to the Town Hall in the municipality where your house will be located (generally four copies or more, depending on the town).

Normally, the authorities will provide an answer within two months of the date that you receive the proof of delivery from the relevant department informing you that they have all the necessary documents (approximately two weeks after having sent them the documents).

The authorities' proof of delivery will state the anticipated period for examining the documents: this may take up to six months if your site is located in a listed area.

Your architect is fully aware of the regulations and administrative practices: by personally supervising the processing of the application, by immediately providing the missing elements and any further details required by the Town Hall or one of the relevant departments or services (electricity board, Departmental Agricultural Department, etc.), the architect can considerably speed up the process for obtaining your permit.

Once the building permit is obtained, your architect, working on your behalf, prepares the detailed design project which will then be used to consult the contractors.

BRIEF B:

Beginning of work

1 – The detailed design project

You are now at the final design phase: the detailed design project presented to you by the architect includes all the elements necessary for the consulted contractors to make detailed bids.

The detailed design project includes:

- ✓ plans, sections and elevations at a scale of 1 or 2 cm/m
- ✓ detailed specifications
- ✓ an indicative programme of the work to be carried out by each trade.

2 - Contractor negotiations

Your partner is:

- ✓ either a single contractor responsible for the entire building, subcontracting parts of the works to specialised contractors; in this case, he is the sole person responsible for the complete and satisfactory performance of the contract,
- ✓ or several contractors: masons, roofers, plumbers, painters, etc. Each contractor is responsible for the complete and satisfactory performance of the work you have chosen to give him.

No matter which of these formulas you choose, your architect has a duty to advise you in the choice of contractor:

- ✓ the architect checks the necessary qualifications and professional guarantees,
- ✓ as a specialist, the architect studies the submitted estimates.

Your architect is required by the Code of Professional Duties to inform you of any links that he/she might have with a contractor.

3 – Drawing up contractor contracts:

Contractor contracts or contract for the supply of a single family house without provision of drawings

The architect can also be made contractually responsible for the entire building.

- ✓ If a single contractor is responsible for the entire building, you will sign a “contract for the supply of a single family house without provision of drawings” with him.
- ✓ This contract is regulated; a certain number of clauses are obligatory and the contractor is required to provide you with a guaranteed delivery at an agreed price and by an agreed date.
- ✓ If several contractors are working on the building, but there is a lead contractor at least responsible for the structural work and taking the building through to the enclosed and roofed-in stage (walls, roof, installation of casings and windows), you sign a “contract for the supply of a single family house without provision of drawings” with this lead contractor and individual “contractor contracts” with each of the other contractors (plumber, electrician, heating firm etc.) who start work once the building is enclosed.
- ✓ If several contractors work on the building and none of them is specifically responsible for the structural works and taking the building through to the enclosed and roofed-in stage, you will sign a “contractor contract” with each of the trades (mason, roofer, plumber, electrician, etc.).

Because there are very few regulations on contractor contracts, particular care should be taken before signing such documents. To draw up your contract, you can refer to the NF P-3-001 standard prepared by AFNOR.

Clauses to be included in all contractor contracts:

- ✓ the nature and extent of the brief given to the contractor,
- ✓ specifications and precise and detailed working drawings for each trade,
- ✓ an indication that the contractor is fully insured for professional liability,
- ✓ the price including VAT and any revisions; if the latter are programmed, then the index used to calculate them must be included,
- ✓ a timetable of work for each trade,
- ✓ the precise schedule of payments based on the progress made in each work category,
- ✓ the time required to start up work on site and a limit date for the completion of the work, including penalties to be applied to the contractor should there be any delays,
- ✓ the time required to repair any defects revealed during the handover of the works,
- ✓ a 5% retention on the total price, guaranteeing that, should any defects come to light during the handover of the works or during the following year, the money is available to cover repairs,
- ✓ the guarantee retention money shall be returned to the contractor one year after handover, on condition that the contractor has carried out the necessary repairs,
- ✓ if the contractor is at fault, the client can stop payment and indicate the grounds for his/her action in a registered letter with proof of delivery,
- ✓ the 5% retention money can be replaced by a bond from an approved financial institution,
- ✓ a suspensive clause ensuring that work cannot begin unless you obtain your loans,
- ✓ the possibility, should the repairs not be carried out, of being able to call on the services of another contractor at the expense of the defaulting contractor,
- ✓ the management of general attendance charges permitting contractors' errors to be deducted from their accounts,
- ✓ the possibility of applying penalties for delays should the timetable not be respected,
- ✓ your obligations: "structural damage" insurance.

Prior to the commencement of work, you must, as the building owner, take out "structural damage" insurance from the insurer of your choice.

The aim of this insurance is to permit rapid repairs to any defects. The insurance immediately covers the work without prejudice to the apportionment of liability.

It covers defects and poor workmanship compromising the solidity of the building or making it unsuitable for use (such as faults concerning the waterproofing or thermal insulation of the walls) for a ten-year period following the handover of the work.

BRIEF C:

Supervision of work

Once work has begun on site, your architect will act for you in a general supervisory capacity:

- ✓ the architect periodically inspects the site and checks that the work by each trade has been well carried out,
- ✓ the architect provides you with regular progress reports,
- ✓ the architect checks the interim statements prepared by the contractors and, on the basis of progress, proposes the payment of the interim payments provided for in the contracts you have signed with the contractors.

Handover of work and closing of accounts

Your architect is there to provide complete assistance. As project manager, the architect will draw your attention to any faults, poor workmanship or visible structural defects.

- ✓ Once the work has been completed, each contractor will ask you to accept the handover of the work.

The handover of the work is a very important step both for you and the various trades working on the site: it is the point of departure for the two-year and ten-year guarantees.

It is the act by which you, as client, accept that the work has been carried out in compliance with the contractors' contracts and complies with current accepted practice and their final purpose.

- ✓ The handover of the work must be placed on record in a report signed by you and by the contractors.
- ✓ If the building is declared to be in perfect condition, handover is pronounced without reserve.
- ✓ If defects or imperfections are noted (visible defects), you may either refuse handover or accept it subject to reserves.

These defects are detailed and sent to the relevant contractor by registered mail with proof of delivery.

In both cases, the contractor is under an obligation to carry out the repair works within the time period that you have set with your architect in the contractor's contract.

If, on completion of this period, the work has not been carried out, and if you have foreseen this eventuality in the contractor's contract, you have the right to have the work carried out by another contractor at the "expense and risk" of the contractor at fault; the cost of this work shall be deducted when payment of the final statement is made to the contractor at fault.

- ✓ Following handover, your architect checks the statements of each contractor having worked on site and closes them for payment.

The total cost of the work must match the amount stated in the contractor contracts.

The architect makes the deductions provided for in the contract:

- ✓ where applicable, reductions or penalties for delay

- ✓ 5% contract holdback: whether or not the handover included reserves, the 5% withheld will only be paid to the contractor one year after the date of handover unless, of course, the contractor has not complied with his obligations. In this case, you must notify him of your opposition and the grounds for your refusal to release this money by registered letter with proof of delivery.

The architect carries out any readjustments provided for in the contract:

- ✓ for additional work you have ordered,
- ✓ where applicable, to take into account any change in the index that you have taken as a reference in your contract,
- ✓ the certificate of compliance

No more than 30 days after the completion of the work, you must send your local Town Hall the completion of work declaration signed by the architect and by the general contractor or the contractors having worked on your site.

Within the following three months, you will receive your "certificate of compliance" stating that the work has been carried out in compliance with the building permit.

What guarantees are provided by an architect?

✓ **Guaranteed proficiency:**

Thanks to the years of study and experience acquired during their professional career, architects have general expertise allowing them to provide valuable advice for the construction of a project.

Their technical knowledge allows them to implement and propose solutions based on the demands expressed by the client and solve any problems that might arise. Their skills include proficiency in fields such as rehabilitation, asbestos removal, on-site safety, landscaping, environmental impact assessments, property diagnostics, appraisals and computer graphics.

✓ **Code of Conduct:**

When architects register with their professional body, they swear and undertake to respect the code of professional duties that defines an architect's brief and professional obligations: a duty to advise, provide assistance, fulfil obligations with regard to their clients, etc.

Should these rules not be respected, the architect may face disciplinary proceedings and receive a formal warning, be suspended or be struck off.

✓ **Contractual guarantee:**

The architect must sign a contract that includes the description of the nature and the extent of the brief or work, as well as the terms of payment for services.

The architect is also required to provide information and advice.

✓ **Professional guarantees:**

▪ Insurance:

Of all the professions in the building sector, architects are under the most extensive obligations as regards insurance cover.

Like all parties involved in the building sector, architects must have insurance to cover all acts incurring their professional liability. Such insurance must:

- cover their professional commitments,
- cover damages caused to third parties,
- cover defects and poor workmanship for which they could be deemed responsible.

However, the architect is the only party to be registered with a professional body that, among its main tasks, checks that its members have really taken out this insurance. A lack of insurance renders the member liable to serious disciplinary measures.

▪ A duty to advise:

The architect is required to provide you with advice throughout the various stages in the project.

During the design stage: the architect must inform you as to the feasibility of the operation, call your attention to the condition of the soil or the subsoil, warn you of imperfections that might result from work carried out cheaply, any budget overruns, the effects that the envisaged building might have on neighbouring buildings, etc.

During the construction stage: the architect must advise you as to the choice of contractors and the quality and characteristics of the materials used (he/she might advise against the use of certain materials).

At the handover stage: the architect must make you aware of any visible defects or poor workmanship.

Warnings provided by the architect are generally expressed in writing.

Each project places the architect's liability and reputation at stake.

It is in your architect's interest to provide full satisfaction: both you and your house are the architect's best advertisement.

How much does an architect cost?

The regulations dated 1st December 1986 concerning freedom in pricing and competition established the principle of free competition.

Fees are now freely negotiated between client and architect.

By decisions of the competition council (*Conseil de la Concurrence*), professional organisations can no longer issue fee schedules.

However, there is nothing to prevent architects from establishing their own fee schedules.

The contract you sign with your architect must specify the methods of remuneration, as well as the amount of the fees.

The architect's remuneration essentially depends on three factors:

- ✓ the cost of the operation,
- ✓ its complexity,
- ✓ the extent and difficulty of the architect's brief.

It is impossible to know the exact cost of the building until the consulted contractors have presented their estimates.

Consequently, a clause in the architect's contract can stipulate that if the cost of the works exceeds a "tolerated" amount between the estimated cost of the work and the actual total cost, the architect's initially set remuneration is reduced.

For information since it is set contractually, this amount is generally lower than or equal to 10% if the estimate is made at the beginning of the design phase.

Fees can be calculated using one of the following three main methods:

- ✓ **Lump sum remuneration**

This formula can only be used when the brief and the building project are completely known in advance. In this case, the lump sum is defined prior to the beginning of the contract.

A lump sum remuneration is generally used when the built surface is less than 170 m².

- ✓ **Remuneration as a percentage of the cost of the work**

This is appropriate when the brief is well defined in advance but when the building project remains undefined.

It is the solution most often used for a complete project.

- ✓ **Hourly rate payment**

This is applied to short and well-defined contracts, such as a consultation or an advice or expertise brief.

These various modes of remuneration can also be combined.

Although you have to pay for your architect, you save money by:

- ✓ ensuring a competitive approach by the contractors that might be working on your site,
- ✓ checking that the materials and techniques used are perfectly, and not approximately, matched to what is provided for in the contractor contracts,
- ✓ constantly ensuring that the building timetable is respected,
- ✓ using the architect's skills to protect you from unexpected surprises, such as a building that ages badly.

It is in your architect's interest to provide full satisfaction: both you and your house are the architect's best advertisement.