



Taylor Wimpey Build Quality Checklist

User Guide

Building Confidence, one check at a time



Taylor
Wimpey

Contents

Before You Start – Subcontractors	3
1: Introduction to the TW BQC Platform	5
1.1 Purpose of the TW BQC.....	5
1.2 Recording Build Quality	5
1.3 How the TW BQC Works.....	6
1.4 System Overview.....	7
2: Navigation and Key Functions.....	7
2.0 Key App Functions	7
2.1 Accessing the App (download + login + MFA + permissions)	8
2.2 Site assignment.....	11
2.3 Homepage overview (sites list, search)	12
2.4 Viewing Plots in Build Sequence Order	13
2.5 Accessing Assigned Plots	13
2.6 Site list → Plot list.....	14
2.7 Offline Working in Practice	16
2.8 Updating the TW BQC Mobile App.....	17
2.9 More Options Menu	18
3: Subcontractor Role in Practice.....	20
3.0 Role Overview	20
3.1 Subcontractor Responsibilities.....	20
3.2 Submitting Tasks for Approval	21
3.3 Completing a subtask.....	21
3.4 After Submission.....	25
3.5 Fixing Rejected Work.....	26
3.6 Notifications	28
3.7 In Practice (Subcontractor).....	29
3.8 Quick Reference – What Subcontractors Can and Cannot Do in TW BQC	30
Appendix A: Support and Troubleshooting Guide.....	31
Appendix B: Device Set Up	33
Wrap Up and Final Reminders	34

Before You Start – Subcontractors

This guide shows how to use TW BQC to record, evidence, and submit your work for approval.

- **Time needed:** Around 20 minutes if you're new to TW BQC
- The app itself is **simple and intuitive** — most users pick it up within minutes
- This guide is here as your **step-by-step reference** if you're ever unsure or run into a problem

Why it's detailed

- TW BQC has been designed so you can **complete and submit work independently** without needing constant direction
- The guide simply captures **every question you might have**, so you can solve issues quickly on your own and avoid delays or rejected work
- Think of it as a **handbook to back you up**, not something you need to memorise

Before you begin

- Your Site Manager will confirm when you're being added to TW BQC
- Please wait for your scheduled assignment date before logging in — this helps the site team manage activation smoothly and avoids everyone joining at once

Self-serve first

- This guide is self-service. Use it and the in-app prompts before asking your Site Manager for help
- Everything you need to get started is here or in the FAQ section
- If you genuinely can't resolve an issue, support is available

You'll need

- Latest TW BQC app installed on your phone
- Stable Wi-Fi or mobile data for first login and syncing
- Your email address and company name ready for registration
- Camera and Location permissions enabled

You'll learn to

- **Register** and log in
- **Access** assigned plots and tasks
- **Upload** photo/video evidence and comments
- **Submit** work for approval and fix rejections

Section overview:

Section	What it covers
1 - Introduction	Purpose of TW BQC and how it supports your trade
2 - Navigation & Functions	Logging in, using the app and working offline
3 - Role in Practice	Completing tasks and handling rejections
Appendix A	Troubleshooting and who to contact for support



If you get stuck: See Appendix A – Support and Troubleshooting.

The app is quick to learn — this guide just puts every answer in one place, so you don't have to stop work to ask.

When you're ready, open **Section 1** to get started.

1: Introduction to the TW BQC Platform

1.1 Purpose of the TW BQC

The TW Build Quality Checklist (TW BQC) is Taylor Wimpey's tool for checking and recording build quality on site. It is used across all stages of construction to make sure every task:

- Meets Taylor Wimpey's internal standards ensuring adherence to the Production Manual, BSA Manual, UK Construction Specification, details, drawings, manufacturer instructions and UK Scope of Works.
- Complies with key regulatory requirements (including Building Regulations, NHBC standards, Building Safety Act, and legal obligations)

By following set processes and capturing required evidence — photos or videos where required — TW BQC helps:

- Reduce mistakes and the need for rework
- Maintain full traceability and accountability at each stage
- Keep a clear, auditable record of build quality for every plot

Who uses it:

- **Subcontractors** and TW Weekly Paid workers use the app to complete their assigned tasks; upload required evidence and submit them for approval.
- **Site Management** will review submissions, approve or reject tasks, and help manage quality standards on site.
- **Production Admin** has dashboard access to assign Site management teams to their relevant site(s).

Access:

The TW BQC app runs on iOS and Android devices. Access is managed by role — so you'll only see what's relevant to your responsibilities.

1.2 Recording Build Quality

The TW BQC app makes it quick and easy to record build quality on site.

Each plot is split into **Stages** → **Tasks** → **Subtasks**.

How It Works:

- 1 Select the tasks that apply to your trade or role
- 2 Complete all relevant subtasks for that task
- 3 Upload photos or videos where evidence is mandatory
- 4 Add comments to explain what's been done or flag any issues
- 5 Submit the task for review

What happens next:

The Taylor Wimpey Site Management team will

- Approve the Task → you can continue to the next stage
- Reject the Task → review the feedback, fix the issues, and resubmit with updated information or new evidence

Why it matters

Clear, complete submissions — with good quality, compliant evidence — speed up approvals, reduce rework, and create a full, traceable record for every plot. This helps spot trends, prevent mistakes, and protect against disputes.

1.3 How the TW BQC Works

The TW BQC app breaks down build quality checks into clear stages, so everyone knows what needs to happen next.

1 Sites and plots

- When you log in, you'll see the sites you're assigned to
- Tap a site to view all plots under construction

2 Tasks

- Each plot is linked to a list of tasks that need to be completed, checked, and signed off
- Tasks are set up in a logical build sequence, based on TW's quality templates for each dwelling type and construction type

3 Sub-tasks

- Within each task are the specific checks you must carry out
- This is where you'll tick off work, upload required photos or videos and add comments

4 Submission and approval

- Once all requirements are met, the app lets you submit your work for Site Management review
- If the Site Management team approves it, the task is signed off and locked
- If not, it comes back with comments so you can correct it and resubmit

By following this process, everyone on site helps keep quality high and protects the build record for every plot.

1.4 System Overview

The TW BQC platform is designed to support quality checking and approval throughout the build process — with each role using the app in a specific way.

Here's how it works in practice:

On Site

- **Subcontractors'** complete checks and upload photos or videos to prove their work meets TW standards
- **TW Weekly Paid workers** do the same — focusing on their assigned trade and using the same app features
- **Site Management** will review what's been submitted, approve or reject tasks, and help manage build quality across multiple plots
- **Production Admins** managing Site Management assignment

Each role sees a tailored view of the app — so they only interact with the features, plots, and tasks relevant to their responsibilities.

2: Navigation and Key Functions

The TW BQC app works on both TW-managed devices and personal mobile phones. Subcontractors only see the tasks allocated to them.

2.0 Key App Functions

Key features include:

- **Site Management** - review and approve/reject your submitted tasks. Comments and optional supporting photos are added to guide rework if needed.
- **Task and plot monitoring** – track live status across your allocated sites
- **Photo/video evidence review** – check media quality before approving
- **Offline working** – continue reviewing without signal, sync when back online
- **Geo-tagging** – all in-app photo/video uploads are location stamped
- **Secure login** – email-based MFA for all users

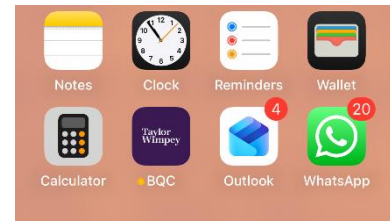


You'll use the TW BQC app to complete tasks and upload evidence for approval by TW Site Management.

2.1 Accessing the App (download + login + MFA + permissions)

1 Download the app:

- iOS – from the App Store
- Android – from the Google Play Store



These steps are only needed the **first time you log in** to the TW BQC app (registration and account setup).

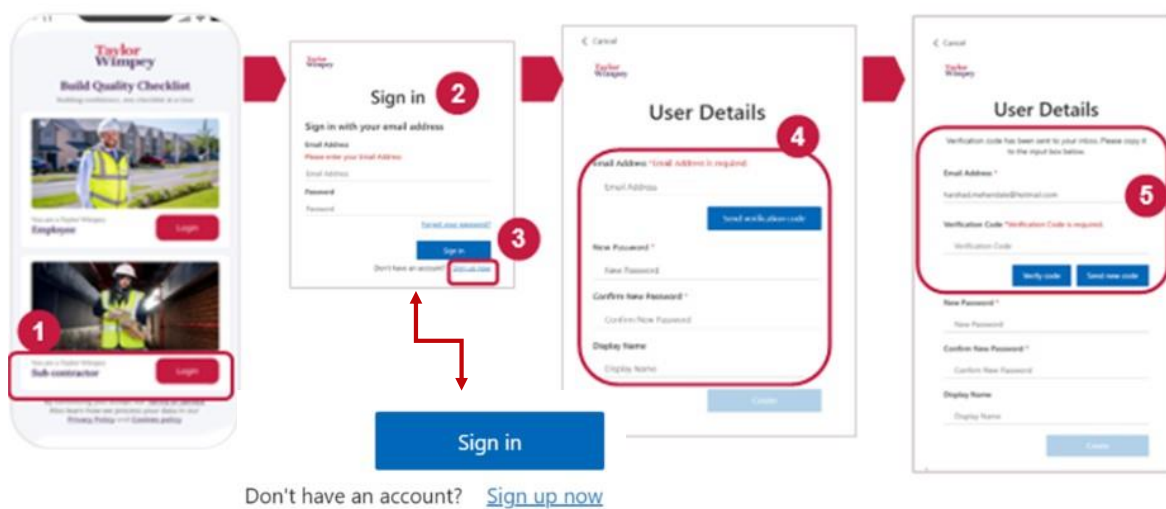
Once your account is created and verified, **future logins are quick** — just enter your email and password or use Face ID / fingerprint if enabled.



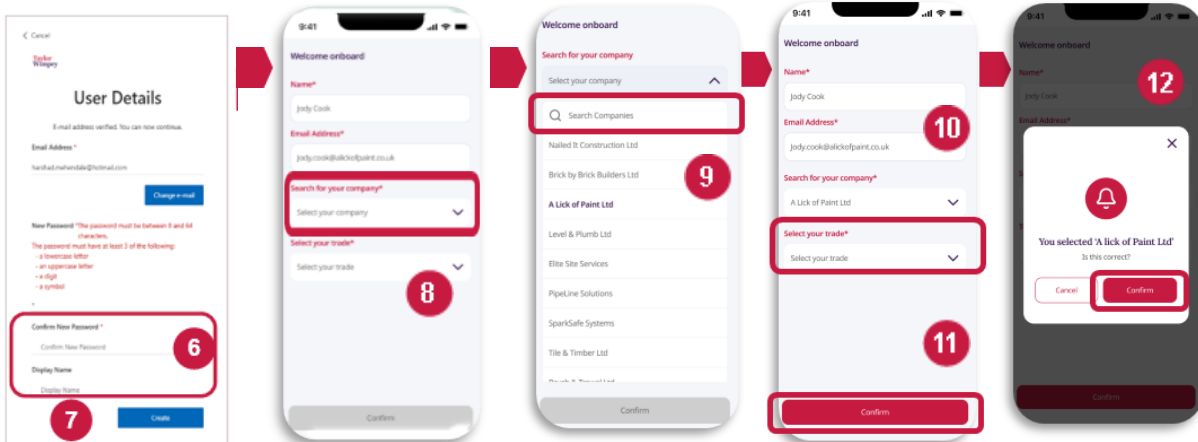
- On iOS devices, the TW BQC app is not searchable in the App Store. Use the QR code to download
- The app only supports the latest version of iOS. Please confirm your device is on a supported version before downloading

Register your account

- 2 Open the app and choose role Tap Subcontractor → Login
- 3 On the Sign in page, tap Sign up now (under the Sign in button)
- 4 Enter email & request code. Type your Email Address. Tap Send verification code
- 5 Verify email. Check your inbox for the verification code. Enter the code and tap Verify code (use Send new code if needed)



- 6 Create your password After verification, set New Password and Confirm New Password. Add a short Display Name
- 7 Tap Create
- 8 Tap Search for your company to open the list
- 9 You can scroll to find your company or type in the search bar
- 10 Select your company
- 11 Tap Confirm. A confirmation message will appear — check the name is correct and tap Confirm
- 12 Tap Confirm once you have verified your details are correct. If not tap cancel to go back and correct before you move on. From here, you can access the sites you have been assigned to.



Password rules:

- Minimum 8 characters
- At least 1 number and 1 special character (e.g. TWproject#2024)



You can reset your password at any time using the Forgot Password link on the login screen.



- Check your spam or junk folder if the OTP doesn't arrive
- First-time users may be prompted to reset their password
- Ensure you have an active Wi-Fi or mobile data connection when logging in for the first time
- If issues continue see Appendix A – Troubleshooting

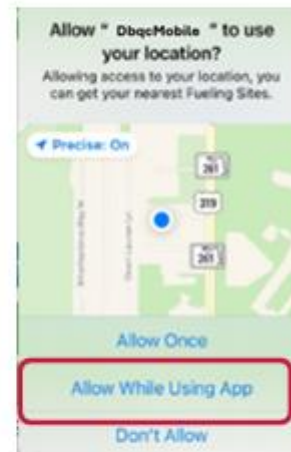
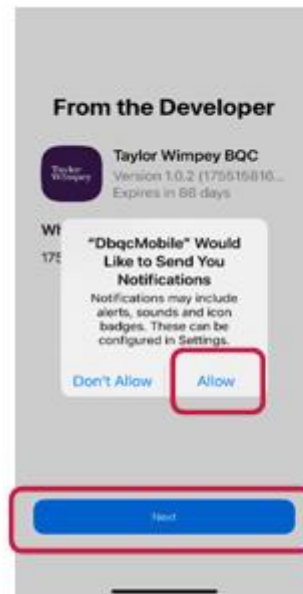


You must connect to Wi-Fi or mobile data the first time you open the app. This allows it to download your sites and tasks before you work offline.

When prompted allow notifications and Locations while using the app



Location must be active when uploading evidence — this ensures every photo/video is correctly stamped.



Searching for Plots

If you're working across multiple plots or sites, you can quickly locate specific plots using the search function.

Action Steps:

- 13** Tap the **Search bar** on the homepage
- 14** Enter the **plot number** or **site name**
- 15** View matching results listed below
- 16** Tap the **X** to clear the search and return to the full plot list



Use **Search** to save time when managing a large number of active plots.



Tap the **Back button** at any time to return to the plot list.

These prompts are there to **reduce mistakes, save time, and keep quality on track**. Always read them carefully before tapping *OK* or *Cancel*.

2.2 Site assignment

Speak to Your Site Management

- After registering, you must let your Site Management team know
- The system does **not send them a notification** — they will not see your registration unless you tell them
- Bring your registered name/email so they can search for you

Site Management Assignment

- The Site Management team will search for you
- They will verify your details
- They will manually assign you to the correct **site(s)**
- This assignment controls which tasks and subtasks you will see in TW BQC



You will not have access to the BQC until your Site Management team assigns you this is a crucial step to start work.

After being assigned to a site, log out and back in to refresh and view.

Logging In After Confirmation

- Log into the TW BQC app again once the Site Management has completed your assignment
- You will now see only the tasks linked to your trade
- If you are assigned to multiple sites, use the **site selector** to switch between them



Subcontractor Registration and Password Setup

- Subcontractors create their own login credentials when registering for the first time. This involves entering their full name, a valid email address, and setting a secure password. During initial setup, the system will prompt them to create — not reset — their password
- Registration and password creation is a one-time process. If a subcontractor is registering on behalf of their company, or returning after a break, they must use the same email address to avoid creating duplicate accounts

Standard navigation tools (visible on every page):

	Global Header	Shows your name and keeps key icons in one place
	Back button	Top left: Tap to go back, or swipe left
	Search bar	Find sites, plots, tasks, or sub-contractors quickly
	Person icon	Log out when you've finished for the day
	Other Options Menu	Opens further options such as Speak to us, to give feedback on the app, terms and conditions etc.

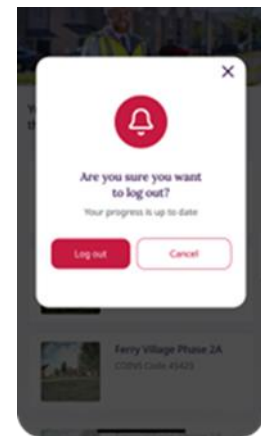
On-Screen Prompts

The TW BQC app uses on-screen prompts (pop-up messages) to guide you as you work. These appear at key points to:

Confirm actions – e.g. “Are you sure you want to delete?” so you only complete actions you intended.

Provide reminders – e.g. “Mandatory photo required” if something is missing.

Give alerts – e.g. “You are now offline” when connectivity changes.



These prompts are there to **reduce mistakes, save time, and keep quality on track**. Always read them carefully before tapping *OK* or *Cancel*.

Removing the app from your device will not remove all information stored in the app. To remove all personal data, you need 3 dots icon select 'My Account' then 'Delete Account'.



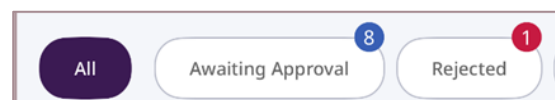
Everything is set up to get you to your work as quickly as possible. You'll only see the sites and tasks relevant to your role.

2.3 Homepage overview (sites list, search)

When you log in, your homepage displays the **site(s) you are assigned to**.

Selecting a site opens the **plot list view**:

- Each site shows an overview of plots and a task progress filter bar. You can swipe left or right and tap to filter the plot view
- All plots are listed by current task status so you can filter between statuses quickly and



easily and find the associated plots

- From the **Site List**, tap your site → opens the Plot List
- Each coloured circle is numbered to show how many tasks are in that status and waiting for your attention



Use the homepage as your daily starting point — it shows which plots need your attention first.

2.4 Viewing Plots in Build Sequence Order

Overview:

Subcontractors see their plots listed in the same build sequence used by Site Management. This ensures consistent workflow.

Key Points:

- Display order follows defined build sequence
- Cannot manually reorder plots
- If sequence changes mid-project, **your view will not update automatically** — contact your Site Management if the order seems incorrect
- When working across sites, each site shows its own build sequence

Each site displays:

- Site name (from TW project data)
- COINS code (contract reference)

If you work across multiple developments:

- Scroll through the list — there is no limit to how many sites can be shown
- Use the search bar to type part of a site name or COINS code; matches will appear instantly
- Tap a site name to open the list of plots you're working on for that development

2.5 Accessing Assigned Plots

Your assigned plots show you exactly what work is linked to your trade, their current status, and any action you need to take.

Action steps

- 1 Log in to the TW BQC app
- 2 Open a site from your homepage to see the plots you've been assigned
- 3 Review the plot list to check:
 - Plot number
 - House type code and short description (e.g. "3 Storey House")
 - Construction type (e.g. TRAD or TIMBER)

- Current task name
- Status label showing if action is required



- You may see **all plots** on the site(s) you've been assigned to
- However, you should **only complete tasks for the plots that have been assigned** to your company or trade by the Site Management team
- If you're **unsure whether a plot is assigned to you, speak to your Site Management team** before starting any work

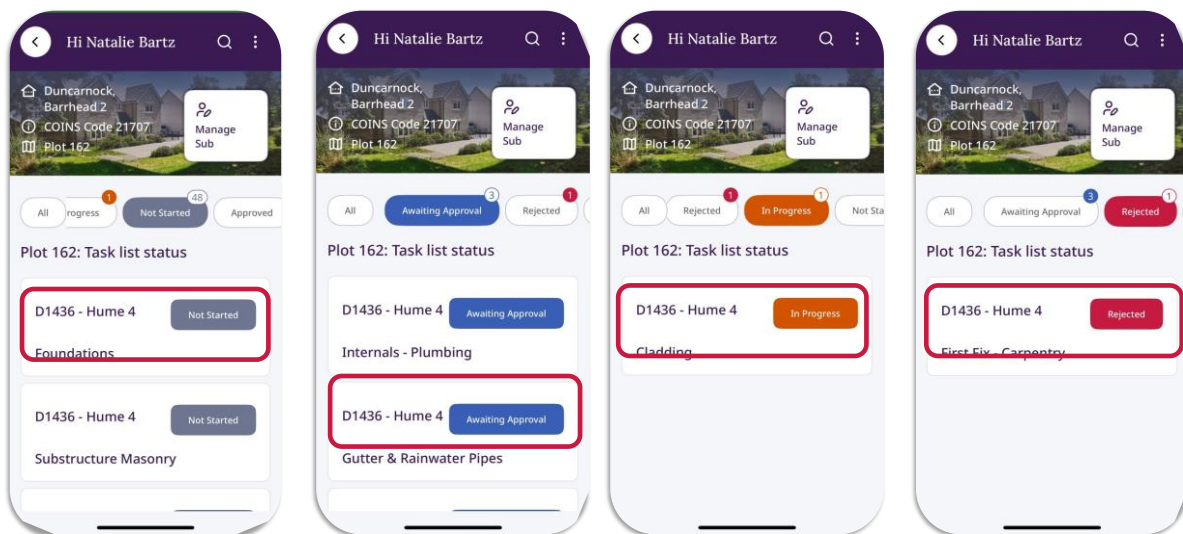
2.6 Site list → Plot list

Selecting a site opens the **plot list view**:

- All plots are listed with their current task statuses
- The task progress filter bar let you view by **All, Awaiting Approval, Rejected, In Progress, Not Started or Approved**

To filter plots:

- 1 Swipe left or right to view all filters
- 2 Tap one to update the list below



Filtering by **Rejected** is the quickest way to see what needs your immediate review.



- Plots only appear once they've been released to your site
- You can work on multiple plots at the same time — your progress is tracked as soon as you save or approve a task
- If you save progress, you can return and continue the approval process at any time

Task Statuses:

At the top of your list view, colour-coded filters make it easy to see task progress:

Each task has a status to show progress:

Status	Meaning	Triggered By
All	All Plots regardless of status appear here	System
Not Started	No subtasks have been started within the task or plot for that trade	Subcontractor
In Progress	Subtasks started; photos/comments may be added but task not complete	Subcontractor
Awaiting Approval	All subtasks completed and sent for review	Subcontractor
Approved	Reviewed by Site Management and quality is approved	Site Management
Rejected	One or more subtasks do not meet the required standard; task returned with feedback for correction and resubmission	Site Management



TW BQC tracks progress at the **Task level**, which typically corresponds to a trade's responsibility (e.g., Painting, Joinery). Each Task is submitted by a Subcontractor and then reviewed by the Site Management team.

Once all Tasks for a plot have been **checked and submitted by the Subcontractors**, and then **approved by the Site Management team**, the system will automatically mark the plot as **Fully Complete**.

This is a system-generated status that confirms all trade-level work has been signed off for that plot. No additional action is required to mark the plot complete.

Syncing Your Data

Your plots and tasks will automatically sync whenever your device is back online. This ensures you always see the latest information.

Automatic syncing is useful if:

- A new plot isn't appearing yet
- A task has been approved but the next task isn't showing
- The percentage complete hasn't updated
- You've been working offline and need your changes to upload

If updates still don't appear, close and reopen the app while online to trigger a fresh sync.

2.7 Offline Working in Practice

The TW BQC app lets you keep working even when you lose signal. This is important for areas of the site with poor connectivity.

You must already be registered and logged in at least once while online before you can use the app offline.

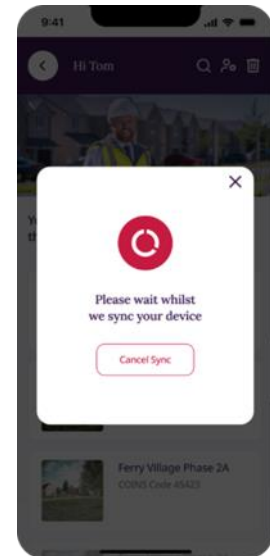
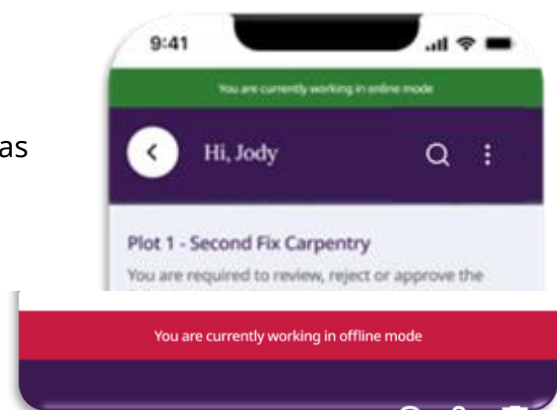
How it works in practice:

- You can still log in using Face ID / fingerprint if you've already set this up
- The app will clearly show when you switch between online and offline
- All your sites, plots, tasks, and subtasks remain available
- You can complete work (approve, reject, add comments, capture photos/videos)
- Progress is saved locally on your device and will sync automatically once you're back online

Action Points - Using the App Offline

While offline:

- You can search and filter sites, plots, and tasks as normal
- Add comments
- Capture new photos/videos (but you cannot view previous media until back online)
- Tap **Save Progress** to save your updates locally



The header will change from Green (online) to Red (offline).

While offline, you can only capture and save *new* comments or media. Previously uploaded photos and videos cannot be viewed until you're back online.

When you regain connectivity:

- The app will automatically sync your changes
- If still not synced, the app will remind you every hour for 12 hours



- The app can be used offline for up to 12 hours.
- Once you're back online, your data will automatically sync.
- If you stay offline for longer than 12 hours, any un-synced data or photo evidence may be lost.

Session timeouts:

- After 30 minutes of inactivity, you'll be prompted to continue
- Simply interact with the app to reset your session timer

Device performance:

- On older or low-memory devices, you may notice slower performance when loading tasks or images offline.



Before working offline:

- Confirm all required plots are visible
- Ensure your device battery is fully charged



- Work is saved locally on the device you're using. If you review plots on both a phone and tablet, your latest approvals and comments won't appear on the other device until the next sync
- In poor-signal areas, switching to **Airplane Mode** and working offline may be faster. The app will sync automatically once you reconnect

2.8 Updating the TW BQC Mobile App

The TW BQC app is available in the official app stores and must be kept up to date for smooth operation and access to the latest features.

This process applies only if installing or updating the app on your own device.

Updating the app

- Updates are released periodically to add features or improve performance
- If prompted by your app store, tap Update to install the latest version

- Updates keep your login details and progress
- You can also check manually: go to the app store page and tap **Update** if available

Troubleshooting install/update issues

- If the app won't install or update:
- Check your internet connection and OS version Minimum OS: Android 10 or iOS 14
- Restart your device and try again
- As a last resort, delete and reinstall the app
- Check your device compatibility
- Stable internet connection
- Enough free storage space
- Tap Install and wait for download/installation
- Open the app – You'll see the TW BQC login screen



You must always use the latest version of the app to ensure compatibility with TW BQC features and to avoid login or data syncing issues.

2.9 More Options Menu

The TW BQC app includes a **More Options** menu, accessed via the three-dot icon in the top-right corner of the screen. This menu provides quick access to support tools, account options and reference information.

How to access the More Options menu

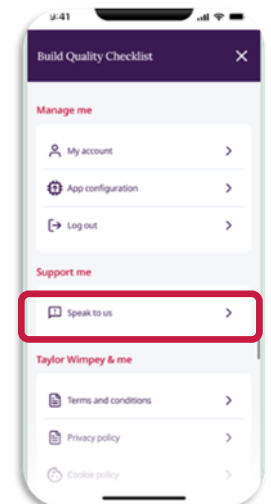
- 3 Tap the **3-dot icon** in the top-right corner of the app.
- 4 A list of available options will appear.

Available options may include:

- Speak to Us
- Log Out
- Terms and Conditions
- Privacy Policy
- Version information
- Other app-related links when added in future releases
- The exact list may vary slightly depending on device type and app version.

Speak to Us

- The **Speak to Us** option allows users to send feedback, suggestions, or raise issues directly within the app.

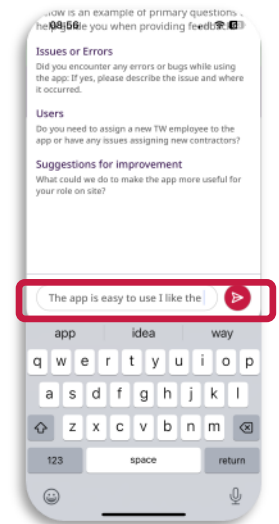


How to use Speak to Us

- 5 Open the **More Options** menu.
- 6 Tap **Speak to Us**.
- 7 Type your message in the comment box.
- 8 Tap **Send** to submit.

What to use it for

- The Speak to Us screen includes guidance to help you choose the right type of message:
- **Issues or Errors**
Describe what happened, where in the app it occurred, and any steps you had taken.
(Example: "Plot list not appearing after login" or "Unable to upload a photo on Task 16".)
- **Users**
Questions relating to assigning TW employees, changes to user details, or access queries.
- **Suggestions for Improvements**
Ideas for features or enhancements that would improve your experience using the app.



Important

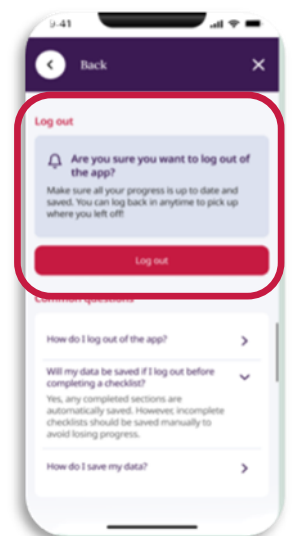
- Speak to Us is **not a direct chat** — responses will not appear in the app.
- It provides additional information to help the TW BQC team prioritise improvements and investigate issues.
- If you need urgent support to continue working, follow the support routes listed in **Appendix A**.

Log Out

- Select **Log Out** to securely exit the TW BQC app when you have finished working.

Why logging out matters

- Ensures your session closes correctly
- Helps with data refresh on your next login
- Reduces the risk of accidental taps or incorrect plot selection if others use your device
- If you use **biometrics**, you can log back in quickly by tapping **Allow** on the biometric prompt.



Additional Menu Items

- Depending on your device, the following additional items may appear:
- **Terms and Conditions**
- **Privacy Policy**

- **Legal notices**
- **App version information**
- These links provide reference information only and do not affect your ability to complete tasks.

3: Subcontractor Role in Practice

3.0 Role Overview

As a Subcontractor, the TW BQC app shows you exactly what work has been assigned to your trade, so you can focus on completing quality checks and keeping the build moving.

When you log in, you'll only see:

- The sites you've been allocated to work on
- The plots relevant to your trade
- The specific tasks and sub-tasks that still need your input

This makes it simple to stay organised and see what's left to complete.

3.1 Subcontractor Responsibilities

As a Subcontractor, the TW BQC app is your tool for submitting evidence of completed work for Site Management approval.

You'll use it to:

- Log in securely to access your assigned sites, plots, and tasks
- Complete build tasks and sub-tasks in line with the sequence
- Upload photo/video evidence directly from site
- Submit work for approval
- Track the approval status of your submissions

Your view is focused only on the plots and tasks you're assigned to.

Tasks must be fully completed before you submit for approval.

What happens next

Once assigned, you will immediately see the relevant plots and tasks in your app. You can start uploading photographic evidence and completing your assigned work. If you do not see your site or tasks, confirm with your Site Management team that your assignment is complete.



You will not be able to use the app until Site Management has verified your registration and assigned you to a site. Registration alone does not activate access.

3.2 Submitting Tasks for Approval

The **Plots / Checklists** section shows all plots assigned to your site(s). The subtasks you see will depend on your trade, but the process for completing and submitting work is the same.

Each plot moves through a series of **tasks**, made up of multiple **subtasks**. Subtasks are specific quality checks or evidence points that must be completed during the build process.

Although the app allows flexibility, you should complete subtasks in a **logical build sequence** — ideally before work is covered up.

Viewing and selecting tasks

- 1 Tap a **plot** from your assigned list
- 2 View the full list of tasks for that build — tasks follow TW's standard sequence for the house type and construction method
- 3 You'll only see tasks relevant to your trade, based on your company's mapping — keeping your list focused

Working through subtasks before submission

Tap a task to see its list of subtasks

Each subtask shows:

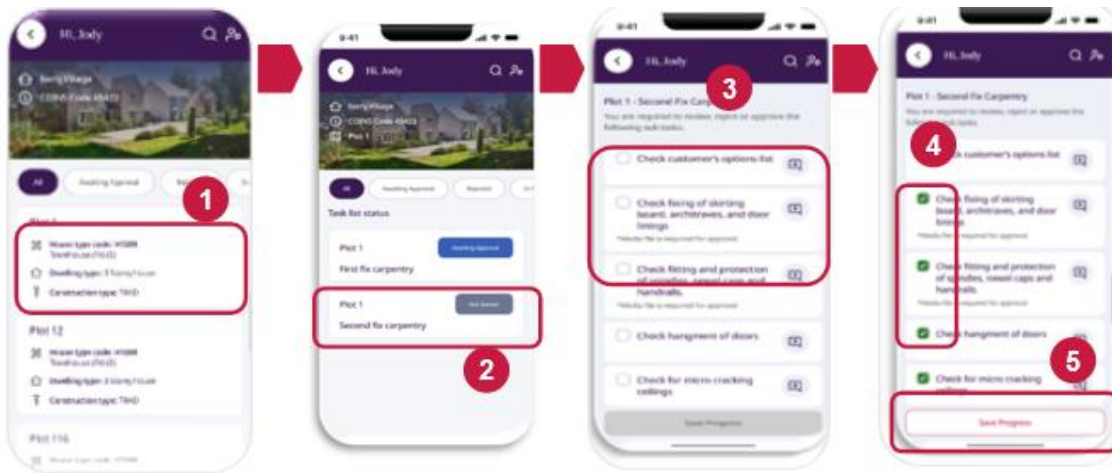
- A checkbox to tick when complete
- A description from the BQC checklist
- A message if media is mandatory
- An icon to add comments or upload media

3.3 Completing a subtask

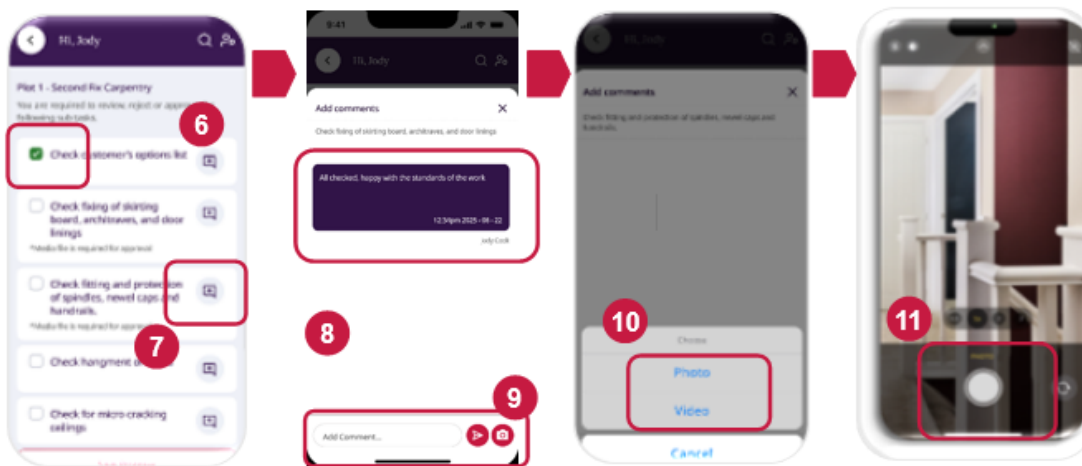
- 1 From the Site List, tap the **plot** you are working on
- 2 Select the **subtask** you want to complete
- 3 Select your task. The Task List shows trade specific tasks for the plot
- 4 Tap the **subtask** you want to complete. Tap the **tick box** once you are happy the quality check is complete
- 5 Save progress. As you tick subtasks, the Save Progress button becomes active



You can tick multiple subtasks in one go. You should add comments and images to aid approvals by Site Management.



- 6 Work through each subtask
- 7 Tap the **comment box icon** to add comments and media to aid Site Management approvals
- 8 Type in your comment and tap **send arrow** to post your comment
- 9 Click on the **camera icon**
- 10 Select the **photo/video** function in the app
- 11 Take your photo/video and **save progress**



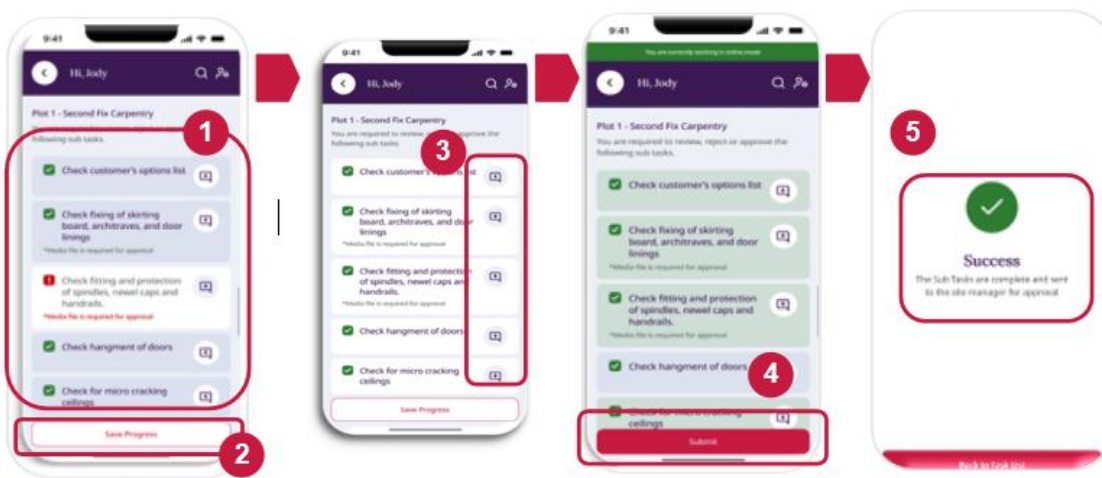
You'll only see tasks that relate to your trade, based on how your company has been mapped. This keeps your list simple and focused.



If you cannot complete a subtask due to an issue on site, add a clear comment and raise it with your Site Management team.

Action Steps to Submit a Task:

- 1 From the **Task List**, select the task you are ready to submit (all required subtasks and media should be complete). Review the task to confirm everything is ticked off and evidence is uploaded
- 2 Tap **Save Progress** if you are not yet ready to submit
- 3 Review your uploads. Tap the **media icon** to check your photos/videos are clear. Add new clear imagery if required. Mandatory Photos will be prompted
- 4 Once all mandatory subtasks are complete and evidence is uploaded, the Submit button will be enabled. Tap **Submit**
- 5 **Submit** the task. A success message confirms your task has been sent for Site Management approval



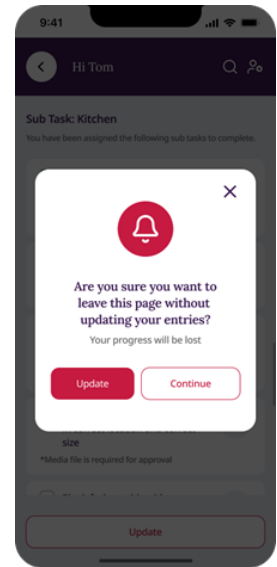
If mandatory photos or videos are missing, the app will stop you from saving progress until these are added.



The task will be marked as Submitted for Approval — you will no longer be able to edit it. The Site Management team will then review your submission and either Approve or Reject the task.

Saving your work before submission

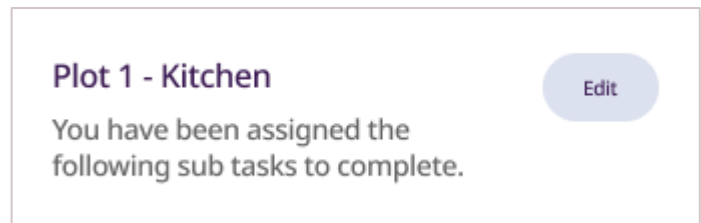
- Once you start ticking subtasks or adding comments/media, Save Progress becomes active
- Use Edit to make changes before submitting
- Tap Save Progress to store your work so you can return later
- Leaving without saving will trigger a prompt to save first
- When all requirements are validated, the button changes to Submit



Fixing mistakes before submission

If you've uploaded media to the wrong subtask, added the wrong comment, or ticked the wrong item:

- 1 Open the task and select the subtask to correct
- Tap Edit to:
 - Remove a tick
 - Upload another comment
 - Upload another photo or video
 - Tap Save Progress to update the subtask



You can save progress as you go — you don't need to complete every subtask in one visit.

- You can add additional photos or comments to any subtask if needed, photos, videos or comments cannot be deleted after they've been uploaded.
- Subtasks can be reopened and updated until the full task is submitted
- When saved, your name, date, and time are automatically recorded for the subtask



Saving regularly ensures that your progress is recorded, even if you lose signal later.

Adding Comments

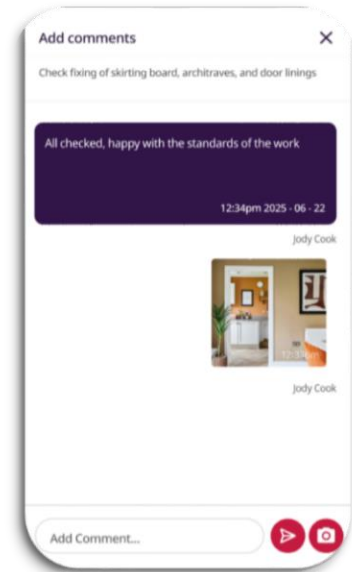
Comments allow you to add extra information alongside your subtask entries.

You might add a comment to:

- Explain how a quality check was conducted
- Clarify specific build conditions
- Provide context for an uploaded photo

Important:

- Comments are **saved permanently** once posted.
- They **cannot** be edited or removed afterward
- Comments are linked to the subtask, not to an individual user



Keep comments short, clear, and professional.



- You cannot submit a task until all subtasks have been completed and required photos/videos uploaded.
- Once submitted, you can't edit a task. Double-check before you tap Submit.
- It is sent directly to the Site Management team for approval.
- Mandatory photos must be uploaded, or you will be unable to save a subtask.
- Even where photos are optional, it is strongly recommended to upload supporting media.
- Adding clear comments helps Site Management approve your work quickly and avoids delays to your payment.
- All photos and videos uploaded in-app are automatically geo-tagged to the correct plot.

Quick tips

- Green ticks = subtask complete and ready
- Red warning = missing required photo or video
- Double-check plot and subtask before uploading media to avoid rework
- Use multi-select for quick, straightforward check



3.4 After Submission

Once you submit a task, control passes to the Taylor Wimpey site team for review.

What Happens Next

- The task status changes to **Awaiting Approval**

- The Site Management team reviews your submission
- If Approved, the status updates to **Approved** and the task is locked

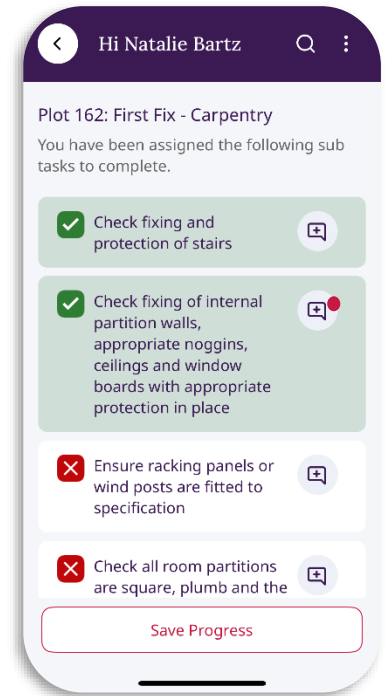
If Rejected, the status changes to **Rejected** and you'll receive feedback through the app.

3.5 Fixing Rejected Work

If your Site Management reviews a task and decides it doesn't meet TW standards, they'll reject it and send it back to you with comments explaining what needs to be fixed.

What you'll see

- The task status changes to **Rejected**, so it stands out in your list
- Inside the task, any rejected sub-tasks are marked with an **X** in the checkbox
- If there are new comments, photos, or videos from your Site Management, you'll see a red dot on the comment icon. This disappears once you've opened it and viewed everything



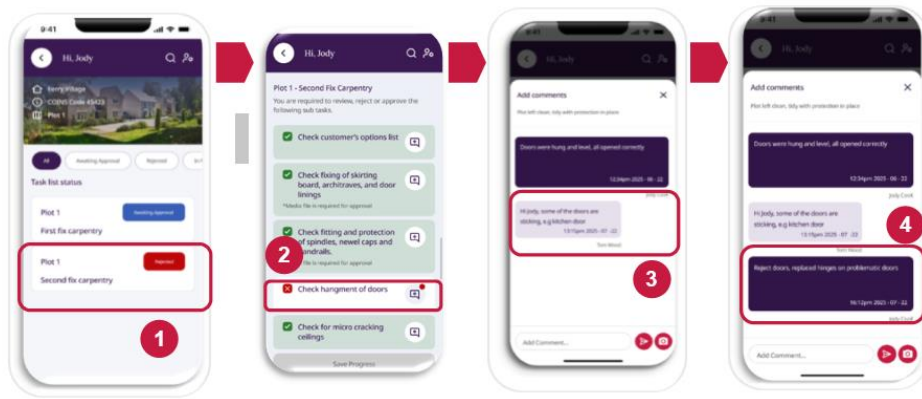
You'll also receive a push notification when a task is rejected.

Review the feedback carefully — this will explain what's missing or needs rework.

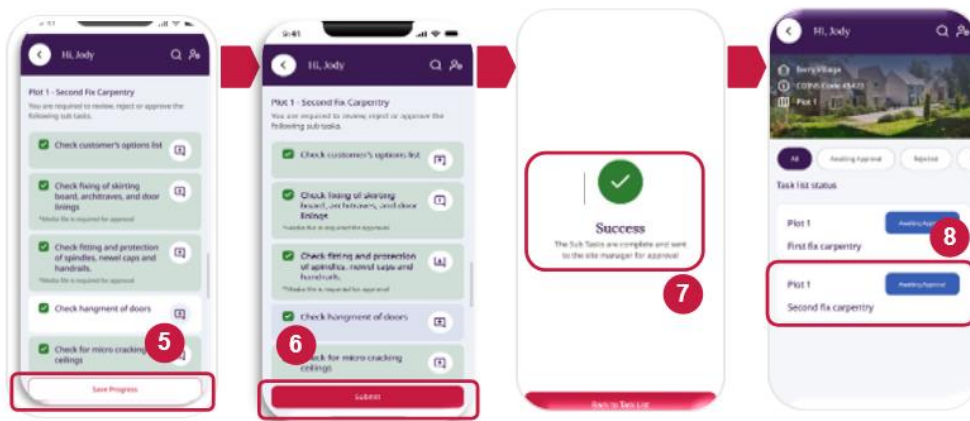
- Correct the issues, for example:
 - Rework part of the build
 - Upload clearer or additional evidence
 - Update comments to give more context
- Resubmit the task for approval

If Your Task Is Rejected

- 1 Select the **Plot** showing as **Rejected**
- 2 Select the **Subtask** showing as Rejected
- 3 Review the rejection notes and any photos to guide you from your Site Management carefully. Check any photos they've uploaded to guide you
- 4 Make the required corrections on site and **upload comments and media** to show the changes



- 5 Save progress
- 6 Tap **Submit for Approval** again
- 7 Success message shows the Subtask is now complete
- 8 Task status has now moved back to Awaiting Approval



When a task is rejected, you are required to provide new photo and comment evidence with your resubmission. Re-using old images is not acceptable and will be rejected by your Site Manager.

Quick Tips

- Always review the rejection notes fully before resubmitting. They explain exactly what needs fixing
- Clear evidence and comments help avoid further delays to approval and payment
- Always open sub-tasks with a red dot first — it means there's something new your Site Management wants you to see either a comment or media item
- Fix everything listed before re-submitting to avoid further delays
- Clear, updated evidence speeds up re-approval
- Only your Site Management can give the final sign-off

3.6 Notifications

The TW BQC app sends push notifications to your phone to keep you aware of updates — like when a task has been approved or rejected.

What You'll See

- A standard push notification on your device (like a text alert).
- Notifications may tell you that:
 - A task you submitted has been **Approved**
 - A task has been **Rejected with comments**
 - Feedback has been added by your Site Management team



How Notifications Work

- Push notifications cannot be tapped to open the app directly — they are for awareness only
- To act on an update, open the **Task List view** in the app, where you'll see all tasks and their latest statuses

Why They Matter

- Alerts you that something has changed without needing to keep checking the app
- Helps you know when to open the app and review your work
- Ensures you don't miss rejections or approvals that could delay progress



If you miss a notification, you can always open the Task Status Filter bar manually to view pending tasks.

3.7 In Practice (Subcontractor)

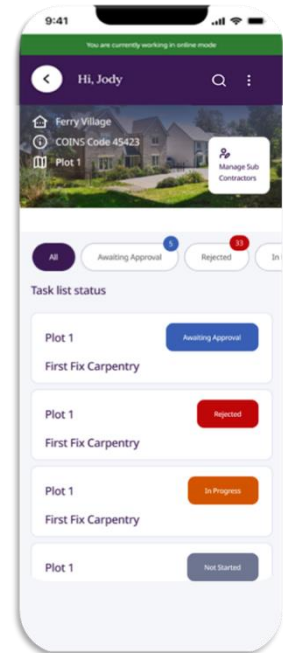
The TW BQC app shows you a mix of work — from fresh checks to rejections that need fixing.

What You'll See in Practice

- Some plots already started **In Progress**
- Some tasks **Rejected** that need new photos or updates
- Some tasks **Awaiting Approval** by the Site Management
- Some tasks fully **Approved** and locked
- Some tasks **Not Started**

Example Day

- Plot 14 – Task rejected → upload new photos to fix
- Plot 15 – Task in progress → pick up where you left off
- Plot 16 – Submitted → waiting for Site Management approval
- Plot 18 – Not Started → ready for you to begin when time allows



This flow helps you focus on rework first, then continue with tasks in progress, before moving on to fresh checks.

3.8 Quick Reference – What Subcontractors Can and Cannot Do in TW BQC

What Subcontractors **Can** Do

Action	Description
✓ View assigned tasks	View plots and tasks for sites you're assigned to. Only act on tasks linked to your company and trade
✓ Complete subtasks	Complete quality checks by ticking off sub-tasks. Upload photo evidence and comments as required
✓ Submit tasks	Mark main tasks as complete once all subtasks are done and submit for Site Management to approve
✓ Check if any work has been rejected	Read comments, view media and fix it quickly so it can be resubmitted for approval
✓ Upload media	Attach photos directly from your device into subtasks
✓ Add comments	Clarify submissions or provide extra context for reviewers
✓ Receive notifications	Push Notifications for task updates and rejections
✓ View plots in build sequence	Plots appear in the order defined by the Site Management
✓ Switch between sites	Access multiple assigned sites using the site selector
✓ Work offline	Automatically Sync changes when back online

What Subcontractors **Cannot** Do

Restriction	Reason
✗ View unassigned tasks	Only complete tasks assigned to your company and trade.
✗ Reassign or edit tasks	Task definitions and assignments are system controlled
✗ Approve your own work	Final task approval must come from the Site Management team.
✗ Chat directly with Site Management	Comments are one-way only (no messaging thread)
✗ Reorder plots	Plot order follows the Site Management's construction sequence

Appendix A: Support and Troubleshooting Guide

Login and Access Issues

Problem	What to Try
Incorrect password	Tap Forgot Password on the login screen to reset
Account locked	Contact your support route (see table below)
OTP not received	Check spam/junk folder or confirm your registered email
App not syncing	Your plots and tasks sync automatically when your device is online. If plots don't appear after release, close and reopen the app while connected to trigger a fresh sync.

If these steps don't resolve the issue, your support route depends on your role:

Who to Contact for Support:

Role	First Contact	Escalation Route
Subcontractor	Site Management (for login/setup issues)	Site Management escalates to TW IT if needed
Site Management	Production Admin (for access or task setup issues)	Production Admin escalates to TW IT if needed
Production Admin	Raise technical issues directly with TW IT	Use agreed process (e.g. Teams Channel, ServiceNow)



When raising a support issue, include:

- Your name and role
- The email address linked to your TW BQC account
- A brief description of the issue
- Screenshots if possible
- Site name and plot number (if relevant)

Syncing and Data Refresh

- Data syncs automatically when online
- If updates don't appear straight away, reconnect with a stable connection and reopen the app
- Progress saved offline will upload automatically when you reconnect

Upload Problems (Photos and Videos)

If uploads are failing consistently, use the following guidance to identify and resolve common problems.

Problem	Possible Cause	What to Try
Photo/video won't upload	Weak or no connection	Wait until back online, then to sync
File won't upload (good connection)	File too large	Check size: photo <5MB, video <25MB; retake or compress
Upload stuck or slow	Switched apps during upload	Stay in the app until upload confirms
Wrong file appears	Device settings issue	Always use in-app camera, not gallery or third-party tools



If a task doesn't appear, it may not yet be available in this version of TW BQC. If a task isn't visible, complete the work as normal and use a supporting note/photo under a related task.

Extra tips

- Refresh the app before and after working offline
- Uploads must be linked to the correct subtask — or they will be rejected
- Keep device location and camera permissions on

General tips

- Always log out at the end of your session
- Keep your device fully charged before using TW BQC in the field
- Allow location and camera permissions for geo-tagging evidence
-



If you don't receive TW emails, your company's IT settings may block external mail. This must be resolved internally by your company.

Appendix B: Device Set Up

Apple (iOS)

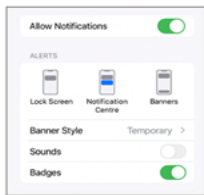
STEP 1 — Open Settings

Tap the **Settings** icon on your iPhone or iPad home screen.



STEP 2 — Locate the DBQC App

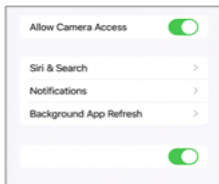
Go to **Settings > Apps**
Scroll or search for **DBQC** and tap it.



STEP 3 — Allow Notifications

- Tap **Notifications**
- Toggle **Allow Notifications** ON
- Enable **Lock Screen**, **Notification Centre**, and **Banners**

STEP 4 — Allow Camera and Location Access



- Tap **Privacy & Security > Camera** → Toggle ON for DBQC
- Tap **Privacy & Security > Location Services**
 - Select **DBQC**

- Set to **While Using the App**
- Toggle **Precise Location** ON

STEP 5 — Restart the App

- No battery adjustment is usually needed on iOS.
- Close and reopen the DBQC app to confirm all settings are applied.



Make sure all permissions are enabled before using the DBQC app on site. These settings ensure that tasks, photos, and notifications work correctly — helping avoid upload errors, missed approvals, or compliance issues.

Android

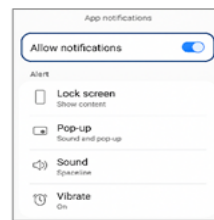
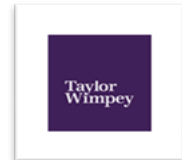
STEP 1 — Open Settings

Tap the **Settings** icon (usually a gear) from your home screen or app drawer.



STEP 2 — Locate the DBQC App

Go to **Settings > Apps**
Scroll or search for **DBQC** and tap it.



STEP 3 — Allow Notifications

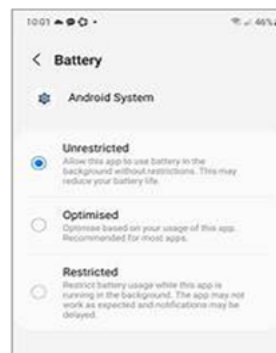
- Tap **Notifications**
- Toggle **Allow Notifications** ON
- Adjust **Sound**, **Pop-up**, and **Vibration** settings as needed

STEP 4 — Allow Camera and Location Access

- Tap **Permissions > Camera**
 - Select **Allow only while using the app**
- Tap **Permissions > Location**
 - Select **Allow only while using the app**

STEP 5 — Adjust Battery and Restart App

- Tap **Battery > App Battery Usage**
- Set to **Unrestricted** or **Not Optimised**
- Close and reopen the DBQC app to confirm all permissions are actioned.



Wrap Up and Final Reminders

Thank You for Using TW BQC

The Digital Build Quality Checklist (TW BQC) is a key tool in helping us build safer, higher-quality homes — consistently, efficiently, and professionally.

Key Daily Takeaways (Subcontractors)

- **Capture clear evidence** with the in-app camera before covering work
- **Save Progress** if you're not finished — you can return later
- **Submit only when complete** — partial or unclear submissions risk rejection
- **Read comments carefully** when rework is required and resubmit promptly
- **Speak to your Site Management** if something doesn't look right (missing tasks, build sequence, or site assignment)

Final Reminders for All Users:

- **Follow the photo guidance carefully** — clear, well-framed images protect quality and compliance
- **Refresh your app regularly** — especially when working offline
- **Submit complete and accurate tasks** — partial submissions may delay approvals
- **Use comments wisely** — short, professional notes help reviewers understand context quickly
- **Reach out early for support** — don't let small issues hold up progress

Support Contacts:

Support contacts may vary by region — check local guidance where provided

If you encounter issues you can't resolve, contact the appropriate team:

Issue Type	Who to Contact
Plot/task questions	Site Management or Production Admin
Login or access issues	Production Admin first, escalate to HCL Tech Admin if needed
System performance issues	Submit via Site Management team

Final escalation routes and support contact details will be confirmed during rollout.

Remember:

- TW BQC is one tool — use it alongside site visits, meetings, and your professional judgement
- Your attention to detail helps us deliver excellent homes and excellent service to our customers

Thank you for using TW BQC to record and manage build quality.