



Results of GC Survey on Change Orders

May, 2023

GC Partners were surveyed to ask “What would you like for the subs to do better?”

Results were:

1. Subcontractors MUST read and know what their subcontract says about change order processing. YOU OWN THE CONTRACT YOU SIGN.
2. Subcontractors cannot expect payment unless and until they have provided all the information required in the subcontract.
3. GCs generally do not submit partial change orders to the owner, so one sub will hold up processing a change order for payment.
4. Subs must provide the best detail possible that corresponds to the changes. This helps the GC submit a payment request that is most likely to be approved by the owner.
 - a. Provide detailed change order request according to the requirements of the subcontract.
 - i. Drawings that show what you are pricing
 - ii. Invoice backup
 - iii. All proper backup for lower tier subs
 - iv. Provide credits
 - v. Number change orders with GC’s tracking number as well as Sub’s number
 - b. NO LUMP SUM
 - c. If allowed, participate in GC’s discussion with the Owner on change order.
 - d. Require T&M work to be priced and submitted weekly.
 - e. Provide a change order log monthly and with every change order.

- f. Use nationally recognized pricing guide.

GCs were asked to list three things the GCs can do better to improve the change order process.

Some responses were:

1. Don't let one or two subs who do not get pricing in timely, hold up approval for everyone else.
2. Provide clear scope of work associated with change.
3. Review all materials in a timely manner.
4. Change order meetings every two weeks.
5. Resolve T&M work (not for owner) as it is completed and pay within the following month.
6. Work with the Sub to support Potential Change Orders with Owner.
7. Find creative ways to settle disputes between owner and Sub.
8. Be assertive with Owners, holding them accountable for expeditiously approve/process changes.
9. Communicate status of change orders.