Clients from Hell
The Virtues of Client Selection
Focus on Programs

October 2000

Editor
Susan Larson

Cover Story
Clients from Hell

Guest Essay
Building Commissioner
Mary Richardson-Lowry

Focus Advisory Board
William Bradford, AIA
Howard Decker, FAIA
Deborah Doyle, AIA
James Jankowski, AIA
Edward Keegan, AIA
Laurie Petersen
Pat Rosenzweig
Alice Sinkevitch, Hon. AIA
Thomas Zurowski, AIA

2000 Board of Directors
President
T. Gunny Harboe, AIA
President-Elect
Thomas Zurowski, AIA
Vice Presidents
Joseph Caprile, AIA
Randall Deutsch, AIA
Secretary
Jonathan Fischel, AIA
Treasurer
Dave Urschel, AIA

2000 AIA Illinois Delegates
William Bradford, AIA
Thomas Braham, AIA
Hill Burgess, AIA
Deborah Doyle, AIA
Arthur Salzman, AIA
W. Stephen Saunders, AIA
Peter Schlossman, AIA (Alternate)
Lee Weintraub, AIA (Alternate)
William Worn, AIA
Robert E. Woodworth Jr., AIA

2000 Professional Interest Areas
Corporate Architects
Laura Fisher, AIA
Design
David Brininstool, AIA
Design/Build
Bruce Ream, AIA
Environment
Michelle Hall, AIA
Health
Robert Carlton, AIA
Historic Resources
Thomas Gentry, Assoc. AIA
Housing
Margaret Cervantes, AIA

Information Technology
Kristine Fallon, FAIA
Interiors
Vito Lotta, AIA
Office Practice
Lisa Willis-Brown
Planning and Urban Affairs
Kyle Benkert, AIA
Technical Issues
Christopher Chwedyk, AIA
Young Architects
Helen Tsatsos, Assoc. AIA

Chapter Staff
Executive Director
Alice Sinkevitch, Hon. AIA
Membership Coordinator/Assistant to the Director
Jamie Juliano
Program Director
Jean Pomaranc
Communications Director
Susan Larson
Financial Manager
Crystal Gagler
Public Information Receptionist
Nichole Brown
Documents Clerk
Barbara Homziuk
**New Members Breakfast**  
Wed., October 11, 7:45 a.m.  
AIA Chicago  
AIA Chicago’s board and staff preview upcoming activities and answer questions. RSVP by October 9; 312/670-7770.

**Millennium Park: Completing Grant Park**  
Wed., October 11, 12:00 noon  
AIA Chicago  
Sponsor: Planning and Urban Affairs PIA  
Edward Uhlir, FAIA, assistant to the Mayor and project director for Millennium Park, presents a slide lecture on the design and construction of the new park. 1 LU/HSW

**The Web Side of Computer-Aided Facility Management**  
Wed., October 11, 12:00 noon  
AIA Chicago  
Sponsor: Corporate Architects PIA  
Tom Houlihan of Gensler explains how CAFM systems can interface with the Internet to create accessible tools for property owners and managers. An online review of how McDonald’s Corp. accesses facility information is included. 1.5 LU

**Green Building Council Comes to Chicago**  
Tues., October 17, 5:30 p.m.  
AIA Chicago  
Sponsor: Environment PIA  
Christine Ervin, president and CEO of the US Green Building Council, discusses the USGBC, a consensus organization representing all sectors of the building industry. USGBC developed the LEED Green Building Rating System, the most recognized green building rating system in the US. In addition, the Environment PIA elects leadership for 2001. 1.5 LU/HSW

**Tour: UIC Outpatient Care Center**  
Sat., October 14, 10:00 a.m.  
Enter at 1800 W. Taylor St. (at Wood St.)  
Sponsor: Healthcare PIA  
Steve Fort from Turner Construction leads a tour of UIC Hospitals’ new comprehensive ambulatory care facility. The unique building, that houses all outpatient services under one roof, was designed by Perkins and Will. Limited to 20. 2 LU/HSW

**Electronic Collaboration: What are the Options?**  
Mon., October 16, 12:00 noon  
AIA Chicago  
Sponsor: Information Technology PIA  
Join the IT PIA for the first in a series of conversations about new electronic collaboration methods. Frank Heitzman, AIA, of Heitzman Architects; attorney Elias Gordan; Kathleen Glynn, Assoc. AIA of Consulting for Architects; Ray Karenis of McCluer, Amy Kerkman, AIA of Matthei & Colin Associates; and Gaute Grindheim, Assoc. AIA of HOK discuss what works and what doesn’t. Bring a lunch; beverages provided. 1 LU

**Overhead Rolling Closures Part I**  
Thurs., October 19, 12:00 noon;  
Chicago Bar Association  
321 S. Plymouth Court  
Sponsor: Technical Issues PIA  
Dan Wubbels, Midwest regional sales manager for Cornell Iron Works, discusses

---

**REGISTRATION FORM**

10/11 Millennium Park  
10/11 Computer-Aided Facility Management  
10/14 Tour: UIC Outpatient Care Center  
10/16 Electronic Collaboration  
10/17 Green Building Council  
10/19 Overhead Rolling Closures Part I  
10/24 Community Design Review  
10/25 Architect-Led Design/Build  
11/8 Breaking the Freight Bottleneck  
11/8 IDPH Review Process  
11/14 At Home at School  
11/15 The Law of Design/Build  
11/16 Overhead Rolling Closures Part II  
11/16 State of the Practice Panel  
11/20 I.T. Staffing, Planning and Budgeting  
11/29 Design/Build on a Very Big Scale  

**Name**

**Office**

**Address**

**City**

**Phone**

**Fax**

**Method of Payment**

☑ Check  ☑ American Express  ☑ Visa  ☑ MasterCard

**Credit Card No.**

**Expiration Date**

**Name on Card**

**Signature**

**Fax to:**  
AIA Chicago  
312/670-2422
how rolling door applications can solve the special needs of large facilities. Learn how different materials and finishes meet specific performance requirements. Lunch is available for $10.50 (purchase a ticket in the CBA Shop) or bring your own. 1 LU/HSW

- **Not in My Backyard: An Examination of Community Design Review**
  Tues., October 24, 6:00 p.m.
  AIA Chicago
  Sponsor: Design PIA

Do communities and neighborhoods have a legitimate fear of new construction? Are architects the problem or the solution? Join a panel discussion representing the varied, and often times conflicting, views on the legitimacy, need, purpose, criteria and qualifications of design review. Panelists include David Woodhouse, FAIA, attorney Rick Wendy of Alheimer and Gray, and Robert Hunter, AIA. 1.5 LU

- **Architect-Led Design/Build: A Contractor's View**
  Wed., October 25, 5:30 p.m.; OWP&P Architects, 111 W. Washington St., #2100
  Sponsor: Design/Build PIA

Don Robideau and John Blacketer of ECI Construction Co. present their perspective of teaming with architects on design/build projects. They discuss the expectations of this evolving relationship. 1.5 LU

- **Designight 2000**
  Fri., October 27, 5:30 p.m.
  Grand Ballroom, Navy Pier
  Sponsor: AIA Chicago

Join the Chicago architectural community and host Phil Ponce of WTTW's "Chicago Tonight" for an evening celebrating the 45th annual Design Excellence Awards. The reception begins at 5:30 p.m., followed by dinner, the awards presentation, and a dessert buffet. Tickets are $75/AIA Chicago members and $95/non-members. For information, please contact Joan Pomeranc at 312/670-7770.

- **Planning to Save Chicago: Breaking the Freight Bottleneck**
  Wed., November 8, 12:00 noon
  AIA Chicago
  Sponsor: Planning and Urban Affairs PIA

Paul Karas, former commissioner of the Chicago Department of Public Works and now with Grove Management, and Paul Nowicki, vice president of the Burlington Northern Santa Fe Railway, discuss an issue critical to maintaining the region's economic vitality. 1 LU/HSW

- **IDPH Drawing Submission, Review, and On-Site Review Process**
  Wed., November 8, 5:30 p.m.
  Northwestern Memorial Hospital, 251 E. Huron St., 3rd Floor, Conference Room A
  Sponsor: Health Care PIA

Enrique Unanue, AIA, chief of the Illinois Department of Public Health, Division of Health Care Facility & Programs, presents his annual update of health care facility design requirements. 1.5 LU/HSW
Architecture Critics Forum: Where in the World is Chicago?
Saturday, November 11, 1:00 to 4:00 p.m.
The Art Institute of Chicago, Rubloff Auditorium, Columbus Drive Entrance
Sponsors: AIA Chicago and the Architecture and Design Society and the Department of Museum Education, The Art Institute of Chicago

For decades, Chicago has been considered the center of architecture and architectural study. Why then have recent buildings met with bittersweet critique — towering cranes are welcomed sights, but are we settling for second best? Is American architecture now eclipsed by European and Asian innovators? Do clients prefer speed to splendor? Is the Mayor’s wrought iron rule beating back cutting-edge design? Have our architects lost their nerve?

Architecture critics Lee Bey, Chicago Sun-Times, Robert Campbell, Boston Globe, Blair Kamin, Chicago Tribune, and Herbert Muschamp, The New York Times present their views in a public forum. Following the presentations, Robert Ivy, FAIA, editor of Architectural Record, will moderate a discussion on current trends in dormitory design with James Curtain, AIA of Solomon Cordwell Buenz and housing directors from local universities, moderated by David Genc, Assoc. AIA. 1.5 LU/HSW

At Home at School
Tues., November 14, 6:00 p.m.
School of the Art Institute Dormitory, State and Randolph Streets
Sponsors: Young Architects and Housing PIA

Tour the new state-of-the-art dormitory designed by Booth Hansen Associates, followed by a discussion on current trends in dormitory design with James Curtain, AIA of Solomon Cordwell Buenz and housing directors from local universities, moderated by David Genc, Assoc. AIA. 1.5 LU/HSW

The Law of Design/Build
Wed., November 15, 5:30 p.m.
Schiff Hardin & Waite Sears Tower, #7200
Sponsor: Corporate Architects PIA

Attorney Mark Friedlander addresses legal issues unique to design/build. How have state law and case law responded to this form of design and construction delivery in the past few years? 1.5 LU

State of the Practice Panel and Party
Thurs., November 16, 5:30 p.m.; Herman Miller, #321, The Merchandise Mart
Sponsors: Interior Architecture and Design PIA

How is the design and construction industry responding to the accelerated pace of projects and heightened client expectations? Lamar Johnson, AIA of Gensler will moderate this annual panel discussion (and year-end party). Speakers will be Dwayne MacEwen, AIA, DMAC Architecture P.C.; Eric Singer, Wildman, Harroid, Allen & Dixon; Donald Faloon, Prime Group; Michael Clune, Clune Construction; Randy Bartosh, Development Resources; John Goodman, Studley Inc.; and a representative of host Herman Miller. 1 LU

I.T. Staffing, Planning and Budgeting
Mon., November 20, 12:00 noon
AIA Chicago
Sponsor: Information Technology PIA

Budgets for 2001 are in the works. Is there something your firm is missing as it sets I.T. staffing initiatives and budgets for the coming year? Bring a lunch; beverages provided. 1 LU

Design/Build on a Very Big Scale
Wed., November 29, 5:30 p.m.
McCormick Place (meet on south side of Cermak Road at Prairie Avenue)
Sponsor: Design/Build PIA

Tour the newest McCormick Place expansion, an $88 million design/build project led by Chicago Design/Build Partners with team members DLK Design & Build, VOA Associates and TVS Architects from Atlanta. Hill Burgess, AIA of DLK Design & Build leads the tour. Bring a hardhat! 1 LU/HSW

AIA Issues New Membership Numbers
The AIA is assigning new numbers to all members. Members will be notified of this change this month, with new membership cards mailed in November. The conversion will not affect delivery of services in any way. If you have questions regarding your membership, contact Jamie Juliano, AIA Chicago membership coordinator, at 312/670-7770 or julianoj@aiachicago.org.
Are you buried in your Documents?

Get Organized...

Digital Imaging Resources offers archival scanning of your old drawings in a variety of file formats. We even do aperture card scanning and manual restoration of drawings.

Immediate access to old projects
Organization
Reduce storage costs
Easy access for printing
Revision control
Disaster Recovery
Better service through superior technology

650 West Lake Street #120 • Chicago, IL 60661 • www.dirinc.com
Phone 312.243.1250 • Fax 312.243.1590
**McGraw-Hill Reports on Contracts for Future Construction**

The F.W. Dodge Division of the McGraw-Hill Companies has reported on July contracts for future construction in the standard metropolitan areas of Chicago, consisting of Cook, DeKalb, DuPage, Grundy, Kane, Kendall, Lake, McHenry and Will counties.

The latest month's construction activity followed this pattern:

**Nonresidential**

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>$237,514,000</td>
<td>-25</td>
</tr>
<tr>
<td>1999</td>
<td>$316,715,000</td>
<td></td>
</tr>
</tbody>
</table>

**Residential**

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>$337,987,000</td>
<td>-25</td>
</tr>
<tr>
<td>1999</td>
<td>$449,980,000</td>
<td></td>
</tr>
</tbody>
</table>

**Total building**

<table>
<thead>
<tr>
<th>Year</th>
<th>Value</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>$575,501,000</td>
<td>-25</td>
</tr>
<tr>
<td>1999</td>
<td>$766,695,000</td>
<td></td>
</tr>
</tbody>
</table>

Nonresidential buildings include commercial, manufacturing, educational, religious, administrative, recreational, hotel, dormitory and other buildings. Residential buildings include one- and two-family houses and apartments.

**Charnley-Persky House Receives Funding for Restoration**

The Charnley-Persky House at 1365 N Astor St., has received a grant for critical stabilization and restoration projects from the Illinois FIRST program. A one-time appropriation of $381,000 will fund extensive restoration work on both the interior and exterior of the landmark house, including rebuilding the crumbling supports under the front vaulted sidewalk, waterproofing the foundation to end frequent flooding, and repairing interior water-damaged plaster. Effer & Associates is serving as architect on the project. Charnley-Persky House was designed by Louis Sullivan and Frank Lloyd Wright. Often called “the first modern house in America,” it is a National Historic Landmark now home to the Society of Architectural Historians.

**Building Department Revises Permit Application Form**

The Department of Buildings has issued a revised permit application form. As of September 18, applications submitted on the old form are not accepted. The revised form is distinguishable from the old by a detachable instruction flap attached to the first page.

The new form specifies which information must be certified by the architect or engineer of record. It also allows for additional information such as zip codes and phone numbers for owners, contractors and trade professionals involved in the project.

**NCARB Publishes Two New Monographs**

The National Council of Architectural Registration Boards has added two new monographs to its professional development series. **Low Slope Roofing** is written to help a practitioner become more familiar with roofing terminology and concepts and more skilled in designing built-up roofing systems. It was authored by Justin Henshell, AIA a partner at Henshell & Buccaliero. **Professional Conduct**, written by Daniel Taylor of the law firm of Hill & Barlow P.C., provides guidance to architects on standards of conduct that they are legally obliged to follow. It includes a discussion of lessons learned from the worst structural disaster in the U.S., the collapse of the walkways in the Kansas City Hyatt Hotel in 1981.

The successful completion of the quiz that accompanies each monograph qualifies for 10 LUs/10 HSW. To order, call 202/783-6500 or visit www.ncarb.org/publications.

**National ProFile Updates for 2001 Edition Due October 31**

To ensure accuracy in both the 2001 ProFile and the AIA's online Architect Finder database, update firm information online by October 31. Go to www.cmdexpress.com and select “Log

**Back to the Drawing Board with “Back to the Schools”**

In September, we published a cover story on trends in public school design. The article arose from our coverage of “Schools as Catalysts for Community Development,” a symposium sponsored by The Mayors’ Institute on City Design last spring. It was our intention to use the work of a few Chapter members to illustrate these trends.

Under the subhead The Chicago Story, we attempted to provide some background on the Chicago Public Schools’ (CPS) Capital Improvement Program. In doing so, we failed to justly credit DeStefano and Partners for their leadership of the Educational Design Group Enterprise (EDGE), the team responsible for the new construction component of CPS’ $2.2 billion program. The firm should have been listed as managing architect for the program, the design prototypes, and Sawyer and Sandoval schools specifically. Other key members of EDGE are: Rubinos & Mesia Engineers, Primera Engineers, Mann, Gin, Dubin & Frazier, Maureen Reagan Architects, and Brook Architecture.

Credit also is due to Public Schools Architects and Engineers (PSAE) for the rehabilitation portion of CPS capital program. PSAE is led by OWP&P, Bauer Latoza Studio, Harry Weese Associates, The Architects Enterprise, and the engineering firms of Environmental Systems Designs and Rubinos & Mesia Engineers.

**Focus** regrets the omissions.

They All Got Jobs.

Have you looked around lately? It appears as though everyone has a job. For architects and other design professionals, unemployment is at an all time low. Every firm is hiring, so how can you get your name and resume in front of the right hiring manager?

The answer is CFA. Our feelers are always out, especially in this market. Over the past 15 years we've built a job database unequaled anywhere in the USA. Since 1984, CFA has successfully introduced candidates and firms more than 20,000 times.

Come to a CFA office for a complete and comprehensive portfolio review and CAD skills evaluation. We will refer you to one of our award-winning clients to perform per-project consulting services or, if you prefer, CFA will help find you a permanent position at the firm of your choice.

"CFA makes suitable matches through careful listening and thorough skill evaluations. As a result of their professionalism I was placed successfully both as a consultant and then as a permanent employee", Brooks Slocum, AIA, HOK employee.

CFA's job placement counselors have years of experience in the staffing industry and specialize in the field of architecture and design. Let CFA help you chart a path that will satisfy your professional career goals. Act now -- schedule your interview with CFA and get started on your new job today.

For more information contact Consulting for Architects, Inc. at 312-345-1700 or on-line at www.cons4arch.com
**Board Commends, Cautions Redevelopment of Medinah**

On September 1, following a presentation by the Department of Planning, the board of directors of AIA Chicago sent a letter to Mayor Richard Daley supporting, with some reservations, the proposed redevelopment of Medinah Temple and Tree Studios. In the letter, the board lauded the restoration of the structures, but expressed concern over the destruction of much of the acoustically unmatched interior of the Temple.

**Send Dues Payments to AIA Chicago**

All AIA and Associate members will receive a consolidated 2001 invoice from the AIA in November. In order to speed processing, AIA Chicago next month will send members a postage-paid envelope addressed to the Chapter. Please use this envelope to send your invoice and payment to AIA Chicago.

**Chicago Hosts National AIA Diversity 2000 Workshops**

On August 5, the AIA, Arquitectos, Chicago Women in Architecture and the Illinois chapter of the National Organization of Minority Architects sponsored two community service workshops. A charrette at the Mexican Fine Arts Center Museum helped Little Village community organizers envision a new 20,000-square-foot community center. A mentoring workshop at Future Commons High School teamed architects with teachers and students to discuss the importance of mentoring minorities.

The day's events included afternoon roundtable discussions on diversity in design and education. AIA Chicago members Ed Torrez, AIA and Patricia Saldana Natke, AIA were instrumental in organizing the programs.
Protection Since 1952

Euclid Insurance Agencies has been providing insurance services to businesses since 1952. Our dedication to the complex field of insurance for design professionals enables us to give you the professional advice and tailored products you need. We have a unique understanding of the architectural and engineering clients we serve and the special coverages they require.

- Professional Liability, Workers Compensation, Disability, Office Package, Health Insurance, Estate Planning, and more
- Legal advice, seminars and continuing education programs
- Website access to risk management information
- AIA Chicago 401(k) and Profit Sharing Association Plan

Euclid Insurance Agencies
977 Oaklawn Avenue • Elmhurst, IL 60126
Tel: (630) 833-1000 • Fax: (630) 833-1747
Illinois ArchiPages Questionnaire
Due October 30

Questionnaires for the next edition of ArchiPages: The Illinois Directory of AIA Architectural Firms are being mailed to all member firms on October 8. To be included, firms must return the survey to AIA Chicago by October 30. For information, call Membership Coordinator Jamie Juliano at 312/670-7770.

AIA Illinois to Hold Annual Meeting and Symposium

On Friday, October 6 and Saturday, October 7, AIA Illinois is holding its annual meeting and symposium at The Lodge at McDonald's in Oak Brook. Two workshops on Friday cover urban growth and e-business issues, and on Saturday, the subject of inclusiveness tops a morning presentation on the state of the profession in Illinois. Earn up to 6 LUs!

Friday, October 6

1:15 p.m. Sensible Growth in Illinois
A panel discussion including MarySue Barrett of the Metropolitan Planning Council, Illinois State Senator John Maitland, and Gordon Chong, FAIA, president-elect of the AIA. Moderated by Lee Bey, architecture critic for the Chicago Sun-Times.

3:30 p.m. Construction.com
A presentation by Norbert Young, FAIA, president of McGraw-Hill's Construction Information Group.

Saturday, October 7

8:30 a.m. The State of the Profession
Comments by Kim Robinson, executive director of the Illinois Capital Development Board; Sam McGaw, executive director of the Illinois Building Commission; attorney Jim Nowacki, Kirkland & Ellis; Larry Livergood, AIA, chair of the AIA Illinois Health Facilities Permit Review Task Force; and Janet Hahn Lougee, AIA, president of AIA Illinois.

10:45 a.m. Inclusiveness
A panel discussion moderated by Robert Selby, AIA of the University of Illinois.

12:30 p.m. Lunch Wrap-Up
Registration fees are $77/person for Friday and Saturday workshops; $68/person for dinner. To register, contact AIA Illinois at 217/522-5370 (fax) or aiaillinois@springnet1.com.

Plug Us In
Autodesk and CFA

Contact Consulting For Architects Inc. at 312 345-1700 or online at www.cons4arch.com

THE ARCHITECTS ADVANTAGE

As designers of physical space, we have a profound impact on how others experience the world. New techniques and evolving strategies continually redefine our world. Architects need to conceptualize and communicate their ideas in an accurate and nimble manner—and in less time than ever before.

THE AUTODESK ADVANTAGE

Autodesk is the fourth-largest PC software company in the world. More than four million customers use the company's products for architectural design, civil engineering design and surveying, and through its Discreet division, for design visualization and web content development.

THE CFA ADVANTAGE

CFA is an award-winning Autodesk System Center (ASC) and Autodesk Training Center (ATC). In the last 16 years more than 1000 leading AEC firms have benefited from CFA's turnkey custom CAD staffing and software solutions. Contact a CFA sales manager today and find out why CFA is in the top 3% of all Autodesk dealers nation wide.
You know, I had a bad feeling about this guy from the start. This is the frequent lament of design professionals reporting a new claim. They describe a slow period in their business, or a particularly high profile project blinding them to their new client’s tail and pitchfork and the smell of burning sulfur. No contract can protect an A/E from an unscrupulous client, but there are telltale signs of a client from hell in the making. Learning to watch for those signs and having the courage to turn work away can be a powerful loss prevention tool.

Instinct and Gut Feelings

It is unrealistic for your lawyer or insurer to advise you to turn away work whenever you suspect a challenge. There will be projects of sufficient exposure and clients of sufficient stature that you will take the work anyway. You are especially vulnerable during lulls or slow periods in your practice. You should acknowledge that gut feeling, however, so that you may take additional precautions with high maintenance clients. The first meetings and the contract preparation may be enough to distinguish between high-maintenance clients and those of the satanic variety.
High Maintenance Clients

Some design practices depend on high-maintenance clients. Committees, boards and other organizations can create moving targets in the design process or inconsistent decisions (beer budgets with champagne taste). Religious organizations and condominiums are particularly prone to such challenges. For these clients or practices, properly documenting an agreement and scope of services is critical.

It is also advisable to avoid misunderstandings by preparing minutes of meetings and confirming significant decisions by letter. You do not need to offend your client with such letters. The self-congratulatory letter can serve the same purpose. Write the client that you are pleased to enclose the Design Development set and that you are eagerly moving forward with Construction Documents.

Finally, make certain that your fee is appropriate for the level of risk or handholding required. High maintenance clients require more of your time, expose you to more risk and justify an appropriately calculated fee.

Managing Expectations

Unreasonable or unrealistic expectations are a primary source of claims. Use the contract preparation period to educate your clients about what you do for a living. Explain the process and timing of their project’s design. If the client has unrealistic expectations and is unable to rationally discuss the process, you may be better off without the work.

Discuss funding and budgets as well. How is the project being financed? Is the budget realistic? Payment of your fees is a true barometer of your relationship. Is the client willing to make a deposit before you start work? If not, how will you be paid? You should resist the temptation to give the work away, hoping to get the project.

The Telltale Signs

There are some signals so loud and powerful that they reveal the presence of a true client from hell. Satan may indeed be upon you. Here are some of those telltale signs.

The Rebounder

Clients who walk away from other architects will be willing to do the same to you. If you are looking at an incomplete set of plans or sketches, ask where they came from and the circumstances arising before arriving in your office. If the client is evasive or tells you not to worry about it, you should worry about it. Also remember your exposure for copyright infringement if you pick up where the former architect left off.

The Do-It-Yourselfer

Does the client intend to do some of the work itself? A client/general contractor is a problem waiting to happen. The same is true of the client who only wants a set of plans with which to obtain a permit. “No need for construction-phase services,” they tell you.

The Gladly-Pay-You-Tuesday-for-a-Hamburger-Today Client

The character Wimpy in the Popeye cartoon was a happy fellow, always asking you to advance him a hamburger. Wimpy would be a lousy client for design professionals. The importance of prompt payment for your work cannot be overemphasized. Clients who ask you to defer billing, or to wait until funding is in place, do not appropriately value your services. Unless the client wants to make you a partner in the project with all of the attendant profits, you should not be assuming all of the project’s risks.

The Handshake Client

Clients who decline to document your scope of services are also likely to generate misunderstandings. If you properly educate your potential client about the design process, the refusal to commit the deal to writing is a bad sign.

Watch for the signs, smell the sulfur and be especially cognizant of high-risk, slow periods in your practice. Your instinct will tell you when to take the work and when to run away from clients from hell.

---

Eric L. Singer is a member of AIA Chicago’s board of directors and an attorney with Wildman, Harrold, Allen & Dixon in Lisle. This article was reprinted with permission from www.aepronet.org.
Now offering PlanWell™

- High Speed Digital Blue Printing
- Large & Small Color Reproductions
- Complete Electronic CAD File Transfer Options
- Digital & Diazo Reproductions (Bond or Vellum)
- Drawing Management & Distribution
- Specifications & Document Printing
- Pick-up & Delivery Service

Mossner
THE REPRODUCTION PEOPLE • LARGEST IN THE MIDWEST
Mossner Building • 137 North Wabash • Chicago, IL 60602
PHONE: (312) 372-8600 • FAX: (312) 372-2809 • www.mossner.com
Special Programs Facilitate Permit Process

By Mary B. Richardson-Lowry, Chicago Building Commissioner

The growing partnership I have forged with the private sector has brought forth suggestions from architects and developers that have lead to the introduction of special programs for certain markets. Some professionals are making use of these programs, but I want to make certain that every architect is aware of the tools available to make the permit process more productive and efficient.

Customized Review Program

Under this program, building code issues are uncovered during design development so they can be resolved before the plans are finalized. When the construction documents are submitted for permit review, there should be no surprises. In this program the Department assigns pre-qualified licensed architects and engineers from our partner firms to perform a series of code reviews, with the same reviewers following the project through all phases to assure consistent interpretations. OWP&P, VOA, Thornton-Tomasetti Engineers, Holabird & Root, Rubinos & Mesia, Performance Technology Consulting, and Rolf Jensen provide plan-review services to our department under contract.

Reviewers have gained both a broadened understanding of the Chicago Building Code and clearer insight into the permit process. The Customized Review Program is funded via flat-rate hourly fees for the services of the outside reviewers and the Department's extra services.

Model Sales Program

This program allows the construction of up to four model dwelling units in a planned larger development to be permitted as a temporary business use for display purposes only. Another permit to convert the occupancy to residential must be obtained before the unit is sold as a residence.

Preliminary Review

I encourage more architects to take advantage of Preliminary Review, another fee-for-service offering, to resolve building code questions during the design phase so that they can be addressed before construction drawings are completed. This review can shave weeks off the permit review schedule for a complex or large project.

Companion Project Program

This program was developed for prototypical new construction projects that don't qualify for self-certification. A companion project will be routed to the same examiners as the similar, earlier project to ensure consistency of plan review and generally a shorter plan review schedule.

Residential Permits

Permits for certain residential projects in owner-occupied buildings of three units or less can be processed at the Neighborhood Residential Permit Centers, which offer evening, weekday and Saturday hours. These offices, which offer free parking, are located at 2550 W. Addison St. and 2006 E. 95th St.

Our Web site (www.cityofchicago.org/Buildings/) has extensive information on these and other programs, as well as the text of recent building code changes and rules, meeting schedules, plan review checklists, and useful phone numbers. You can request a Certificate of Occupancy inspection on-line, and download many of the Department's forms. We are hoping to open a code question posting board (yes, with questions answered in writing on the site) in the near future.

We're always open to more good ideas!
**PEOPLE**

**Anthony Belluschi, AIA**, president of Anthony Belluschi/OWP&P Architects, has been elected chairman of the board of trustees of the Rhode Island School of Design (RISD). A 1966 RISD graduate, Belluschi has served as a trustee since 1986 and had been vice chairman since 1995.

ODI/BLDD Architects has changed its name to BLDD Architects. The firm is headquartered in Des Plaines, with offices in Decatur, Champaign, and Bloomington.

**Peter Exley, AIA** has received the 2000 Distinguished Service to Art Education Award from the Illinois Art Education Association. The award, given to those working outside the art education profession, was given to Exley for his work in "creating an environment that speaks for and about visual communication." Practicing Educativé™ design, Exley has designed exhibitions and interactive playgrounds for the Art Institute of Chicago, the Chicago Children’s Museum, the DuPage Children’s Museum, and the Louisville Science Center. His portfolio also includes Kids on the Fly, a satellite of the Chicago Children’s Museum at O'Hare International Airport, and Playmaze, an exhibit for early learners also for the Chicago Children’s Museum.

**Douglas Farr, AIA** has been awarded a traveling fellowship by the Institute for Clean Air Policies and the German Marshall Fund to study European land use and transportation in pursuit of his particular interest in "green urbanism."

**Gonzalez Hazbrouck** has expanded and moved its offices to 180 N. Wabash Ave. in Chicago.

**Kerry Leonard, AIA**, senior educational planner and associate principal of OWP&P Architects, presented the firm's award-winning Grainger Center of Imagination and Inquiry to the Texas Association of School Administrator’s National School Facilities Workshop in San Antonio in July. The Grainger Center is part of the Illinois Mathematics and Science Academy (IMSA) in Aurora. IMSA received the Shirley Cooper Award from the American Association of School Administrators, the AIA, and the Council of Educational Facilities Planners in 1999.

**AI Novickas, AIA** has joined Antunovich Associates as a principal.

At VOA Associates, **Michael Toolis, AIA** has been named chairman and CEO and Percy "Rebel" Roberts III, AIA has been named president.

On August 27, renowned Chicago architect **Y.C. Wong, FAIA** died at the age of 79. A pupil of Ludwig
Mies van der Rohe, Wong is perhaps best known for his 1961 Atrium Houses in Hyde Park. A graduate from the National Central University in Nanjing, China, Wong earned a master's degree in architecture from the Illinois Institute of Technology and worked in Mies' office on Farnsworth House and 900-910 Lake Shore Drive. After brief positions with Skidmore, Owings & Merrill and C.F. Murphy Associates, the architect opened his own firm in 1961. His work includes housing, three Chicago public schools and the Lansing Public Library. He was inducted into the AIA's College of Fellows in 1975, with a letter of recommendation in which Mies wrote, "Mr. Wong is a man of excellent capacity, fine talent, and high integrity."

James Zajac, AIA has joined the Chicago office of Perkins & Will as principal. Zajac has over 30 years of experience, specializing in the health care industry. Prior to Perkins & Will, he most recently served as a health care market sector leader for CRSS Construction and prior to that was president and chairman of the board of Hansen Lind Meyer.

Construction has begun on the Newaygo County Performing Arts Center, a $5.8 million, 28,000-square-foot complex in Fremont, Mich., designed by Holabird & Root. The firm recently began the design phase for the renovation and expansion of the High Bridge YMCA in Chicago. The project will be completed in five phases, including the renovation of the existing facility and the construction of an 8,500-square-foot addition.

Legat Architects recently completed the design of a 60-unit assisted living center at Rolling Hills Manor, the Slovak American Charitable Association's skilled nursing facility in Zion, Ill. The new two-story, 48,100-square-foot addition will include studio, one- and two-bedroom residences and amenities such as a wellness center, music room, computer lab and game room. The addition will maintain the residential character of the existing facilities through its design and exterior of brick veneer and vinyl siding. Completion is slated for January 2001. In other news from the firm, construction has started in Township High School District 113 on additions and renovations totaling over $75 million, including new science wings at Deerfield and Highland Park high schools.

On September 23, the Mary and Leigh Block Museum of Art at Northwestern University re-opened in its new, expanded facility designed by Lohan Associates. With the $8 million expansion, the Museum has grown to 20,000 square feet and includes a second story twice the size of the original building. Its major exhibition gallery on the second level extends above an important
pedestrian access route from the west to the arts
complex, sheltering the stairs leading up to the Museum
and framing the view from the University's Pick-Staiger
Hall. A glass and aluminum curtainwall creates a light
and accessible exterior. The main, 3,600-square-foot
gallery was designed to be more versatile, with tempo-
rary walls to allow for flexibility in exhibition layout and
installation. The smaller, first-floor gallery is designed
for exhibitions that rotate more often than in the major
gallery, including regular student exhibitions.

A team of consultants, including the Chicago and Los
Angeles offices of RTKL Associates and Epstein
Uhen Architects of Milwaukee, has developed a
visionary four-year master plan to transform
Wisconsin’s State Fair Park into a year-round destina-
tion. Highlights of the proposed changes include a
major redesign of public spaces, remodeling six build-
ings, the addition of two major buildings and the
replacement of the existing Milwaukee Mile Racetrack
grandstand. Phase one, completed to coincide with the
August 3 opening of this year’s fair, included a major
new gateway visible from I-94.

Schroeder Murchie Lava Associates has been
selected to design several multi-unit residential projects
including St. Luke’s Senior Housing, a 32-unit adaptive
re-use project of an historic school in Two Rivers, Wis.,
and the Tobacco Warehouse Lofts, a 120-unit project in
Madison, Wis. that includes new and adaptive re-use
apartments and an underground parking structure. The
firm also has been retained as a prime design consul-
tant for the Chicago Housing Authority.

William Worn Architects’ build out renovation of
The Rhythm Café recording studios is nearing comple-
tion. The 3,500-square-foot, three-story project features
two state-of-the-art recording studios. Construction
costs are estimated at $400,000.

**PROFESSIONAL DEVELOPMENT**

Arthur L. Turner, deputy majority leader of the Illinois
House of Representatives, together with an impressive
list of state and city agencies, has organized
Preserving the Legacy, Sharing the Vision, a
community development conference on historic preser-
vation and affordable housing. Workshops are planned for Thursday, October 12 from 8:00 a.m. to 5:30 p.m. at the First Congregational Baptist Church, 60 N. Ashland Ave. A tour of landmark and affordable housing projects is scheduled for Friday, October 13 starting at 8:30 a.m. For a complete schedule of events and registration information, call Valerie Leonard at 773/521-3137.

The Environment and Art Department of the Office for Divine Worship of the Archdiocese of Chicago is sponsoring a three-part speaker series for architects and liturgical design consultants. Each session will include a brief presentation by a professional in church design, followed by an open discussion. The first session, Liturgy as the Subject of Architecture, is being held Thursday, October 19 from 12:00 noon until 3:00 p.m. at the Office for Divine Worship, 1800 N. Hermitage Ave. The featured speaker is liturgical design consultant John Buscemi. The registration fee of $50 includes lunch. Subsequent sessions are scheduled for March and May; register for all three at once and receive a $25 discount. For complete details, contact Phil Horrigan at 773/486-5153 or jphilip@odw.org.

On Friday, October 27 and Saturday, October 28, the Ely Chapter of Lambda Alpha International presents the new main gate of the Wisconsin State Fair by RTKL Associates.

Creating the Livable Downtown at the School of the Art Institute, 112 S. Michigan Ave. For more information, call 312/201-0101.

The Environmental Law and Policy Center (ELPC), Chicago's Department of Environment, and AIA Chicago's Environment PIA are presenting Building Green in Chicago, a lecture series, which continues through May 2001. The next lecture, Energy, is scheduled for Thursday, November 9. For information, call Karen Lewis at ELPC, 312/795-3731.

The Rotch Travelling Scholarship, one of the oldest and most prestigious architectural competitions in the United States, is receiving applications for the 2001 scholarship. A stipend of $35,000 is awarded to the first-prize winner of a two-stage design competition for eight months of travel throughout the world. Requests for application forms must be made in writing and received by January 1, 2001 at Rotch Travelling.
"To see architecture fully, you must tip it up, stand it on its edge," writes Malcom Wells in Recovering America.

An Internet Site Created Exclusively for Architects and Designers

www.parksite.com/architect

Sponsored By

Parksite Inc.
(800) 338-3355

Insurance and Loss Prevention Services for Architects

- Professional Liability
- Specific Project Coverage
- Office Packages
- Workers Compensation
- Automobile
- Exclusive Programs
- Group & Individual Life & Health

One Tower Lane • Oakbrook Terrace, IL 60181
Tel: 630.571.4500 • Fax: 630.571.4518 or 4525
E-Mail: info@avains.com • www.avains.com
principals. Seminar topics include strategic business planning, finance and accounting, human resources, and project management. For fees and details, visit www.zweigwhite.com/events/p2p. The program is registered with the AIA's continuing education system and AIA members receive a $50 discount.

Skyscrapers: The New Millennium, an exhibition that examines more than 50 high-rise buildings completed in the past six years or currently under construction, continues through January 15 in the Kisho Kurokawa Gallery at the Art Institute of Chicago.

Travelling to St. Louis? The Center of Contemporary Arts (COCA), 524 Trinity Ave. in University City, is presenting Architect of Form and Spirit: Eric Mendelsohn in St. Louis through March 10. After a successful career in Germany, Mendelsohn received his first American commission in 1946, the B'nai Amoona Synagogue in St. Louis. The ideas articulated in the design of the building, which in 1986 became home to COCA, are considered to have radically changed the conception of contemporary religious architecture in America. For more information, visit www.cocastl.org.

N E W  M E M B E R S

AIA
Thomas Ambry, City of Chicago; Todd Baisch, Solomon Cordwell Buenz & Associates; Rico Cedro, Krueck & Sexton; Franco Isaac, FEI Architects; Chuck Leonard, Raymond Professional Group; W. Laurin McCracken, McCluer; Eric Mullendore, Architect; Mary O'Toole, Hammond Beeby Rupert Ainge; Jonathan Orlove, SOM; J. Lawton Thies, Hammond Beeby Rupert Ainge

Associate AIA
Adolfo Amezcua, Scott Boyle, DLR Group; Jill Chambers, Solomon Cordwell Buenz; Troy Contreras, DLR Group; Benjamin Johnson, Johnson-Lasky Architects; Bumkoo Kim; Stephen Long, Leed Schlissman Hackl; John Nicolls, Hyatt Hotels & Resorts; Michael Poczatek, Schroeder Murchie Lay Associates; Marsha Spencer, Landon Bone Architects; Ketema Woldemichael, AMSYSCO

Professional Affiliate
Nathan Hale, Weaver Boos + Gordon; Jerry Kane, Diversified Services Group; Christian Metz, Rauch Clay Sales
Spectacular walls. Smooth...Textured...Done the way you want them. Hard and durable surfaces that make paint and paper look better, make redecorating easier, make homes quieter.

Plaster interiors are more cost-effective than you think.

Call us for more information.

Chicago Plastering Institute
6547 N. Avondale Ave.
Chicago, Illinois 60631
773.774.4500
Fax. 773.774.5828
Another
DRAINAGE
SOLUTION
by Mortar Net™

Mortar Net Block’s patented shaped mortar dropping collection device prevents water damage in single wythe concrete masonry unit (CMU) walls by breaking up mortar thereby allowing proper drainage to the weep holes. For more information, please contact Mortar Net at 800-664-6638 or visit our Web site at www.mortarnet.com.
October/November 2000

11 New Members Breakfast. 7:45 a.m.; AIA Chicago. RSVP by October 9; 312/670-7770.

Millennium Park: Completing Grant Park. Planning and Urban Affairs PIA; 12:00 noon; AIA Chicago. 1 LU/HSW


The Web Side of Computer-Aided Facility Management. Corporate Architects PIA; 5:30 p.m.; Gensler, 30 E. Monroe St., #400. 1.5 LU

Tour: Outpatient Care Center, University of Illinois at Chicago Hospitals. Health Care PIA; 10:00 a.m.; Entrance at 1800 W. Taylor St. (at Wood St.) Limited to 20. 2 LU/HSW

16 Electronic Collaboration: What are the Options? Information Technology PIA; 12:00 noon; AIA Chicago. 1 LU

17 Green Building Council Comes to Chicago. Environment PIA; 5:30 p.m.; AIA Chicago. 1.5 LU/HSW

Overhead Rolling Closures Part I. Technical Issues PIA; 12:00 noon; Chicago Bar Association, 321 S. Plymouth Court. Lunch is available for $10.50 (purchase a ticket in the CBA Shop) or bring your own. 1 LU/HSW

21 Not in My Backyard: An Examination of Community Design Review. Design PIA; 6:00 p.m.; AIA Chicago. 1.5 LU


Architect-Led Design/Build: A Contractor’s View. Design/Build PIA; 5:30 p.m.; OWP&P Architects, 111 W. Washington St., #2100. 1.5 LU


8 Planning to Save Chicago: Breaking the Freight Bottleneck. Planning and Urban Affairs PIA; 12:00 noon; AIA Chicago. 1 LU/HSW

IDPH Drawing Submission, Review, and On-Site Review Process. Health Care PIA; 5:30 p.m.; Northwestern Memorial Hospital, 251 E. Huron St., 3rd Floor, Conference Room A. 1.5 LU/HSW


11 Architecture Critics Forum: Where in the World is Chicago? 1:00 to 4:00 p.m.; The Art Institute of Chicago, Rubloff Auditorium. Free and open to the public. 3 LU/HSW

14 At Home at School. Young Architects and Housing PIA's; 6:00 p.m.; School of the Art Institute Dormitory, State and Randolph Streets. 1.5 LU/HSW


The Law of Design/Build. Corporate Architects PIA; 5:30 p.m.; Schiff Hardin & Waite, Sears Tower, #7200. 1.5 LU

16 Overhead Rolling Closures Part II: Fire-Rated Doors. Technical Issues PIA; 11:30 a.m.; Chicago Bar Association, 321 S. Plymouth Court. Lunch is available for $10.50 (purchase a ticket in the CBA Shop) or bring your own. Note time change: 2 LU/HSW

State of the Practice Panel and Party. Interior Architecture and Design PIA's; 5:30 p.m.; Herman Miller, #321, The Merchandise Mart. 1 LU

20 I.T. Staffing, Planning and Budgeting. Information Technology PIA; 12:00 noon; AIA Chicago. Bring a lunch; beverages provided. 1 LU

29 Design/Build on a Very Big Scale. Design/Build PIA; 5:30 p.m.; McCormick Place. Bring a hardhat! 1 LU/HSW