

Construction Law in North Carolina

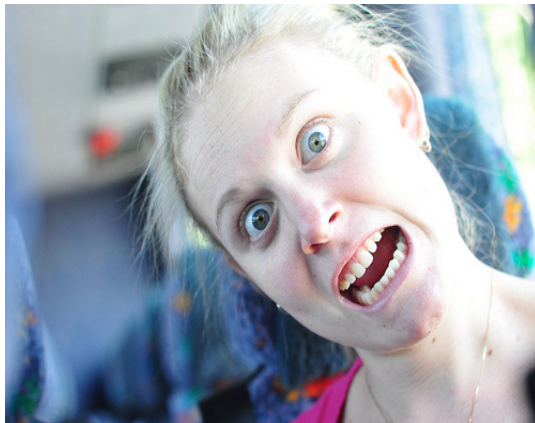
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Drop the Dead Weight: Fire your Worst Clients! (Tue Tip)

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Today's Tip: Listen to your gut. Ever get that feeling that a potential client may be high maintenance or want everything done yesterday? Listen to your instincts and turn them away as fast as you can. Send them to a directory. Send them to a rival. Send them away from you. Bonus if you can refer them to your worst enemy (kidding!).



The [Pareto Principal](#) is true in more ways than one: not only do 80% of your profits come from 20% of your customers, but **80% of your complaints come from 20% of your customers**. If you can weed out that complaining/crazy/high-maintenance 20% up front, think of the aggravation you will save.

Architects (and engineers) sometimes tell me that they knew they might have issues with a particular client based on how the initial meetings & negotiations proceeded; needing the work, they took the job anyhow, only to find themselves facing the prospect of a long-drawn out lawsuit. Don't let this

be you.

What to do if you already have the crazy client on board? [Document everything](#), including [verbal agreements](#). And cut them loose when you can safely do so. This can be tricky-if not impossible-to do during an active project. So in the interim, prepare **as if you will be sued, because there is a good chance of it**. Remember that in a lawsuit, everything will be evidence, so your documentation during the project will be vital.

And next time- listen to your gut!

Do you have an experience working with a "crazy" client? Did you ever not listen to your gut, only to rue the day you didn't later on? Share below, or send me an email. Remember to remove identifying details, to avoid being stalked by your crazy ex-client!

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