



Remodeling Information

Access to your home

We understand that having strangers in the home during a remodeling project can be unsettling to some. Rest assured, we use trades that are fully vetted by us and carry the required insurance. Most of our craftsmen have been with us for years. In addition, our staff fully supervises their work while in your home. We prepare a weekly schedule for our workers and notify you of their visits in advance of their workday(s). Some of the people will work a full day or more in sequence. Others may do rough in work, such as electrical or plumbing at the beginning of the project and not return until it is time to do the finish or installation work. Drywallers, for example will work for a length of time, apply tape and a first coat. They then return after allowing drying time to apply another coat and ultimately return to do final sanding. This trade may work for days or merely a few hours at a time depending on the project.

Therefore, access to your home is required on our schedule, *not yours*. We mutually agree on how to best gain entry to the home. Often, customers share a garage code and leave the home entry door open. Key lock boxes are also used. Projects requiring a homeowner to be present always makes scheduling extremely difficult. Often, it takes longer to do a project as a result. We estimate your budget on having access on *our* schedule. Please consider this when selecting us or any one as your contractor.

1. Getting Started

There are things you should do prior to the demolition day. It will help make the beginning of the process easier for you and our trades people. First, get rid of any clutter. Clear a path from your best entry-exit door to the demo site. Remove all items from your cabinets. Please indicate by labeling or providing a list of any items you wish to have saved. This includes but is not limited to, light or plumbing fixtures, appliances, door hardware, cabinets, etc. If your project is a kitchen remodel, consider setting up a satellite kitchen in the home. If weather permits, it is a great time to fire up the barbeque. Consider checking out some of your favorite restaurants or trying some new ones as the remodel progresses

2. The Demo

We do what is possible to contain the dust and dirt created during the demolition. When possible, the space is isolated with plastic barriers (zip walls, etc.). Flooring that is to be retained and adjacent to the demolition site will be covered. Although measures are taken to control the dust, fine particles of dust

often find their way into other parts of your home. When possible, duct work may be covered temporarily to hold down the dust from escaping the demo area. It is sometimes necessary to consult an HVAC contractor regarding the best approach to blocking off duct work as it may adversely affect the operation of heat and cooling systems. In most cases, an onsite dumpster service is utilized. It is kept at the jobsite for the least amount of time possible. Our workers are instructed to clean the work area daily. Minor debris is then removed from the site daily or every few days as required.

3. The Noise

Noise is a main component of a demolition and remodel. Saws, drills, hammers, compressors, etc. are a constant source for unpleasant sounds. The noise does settle down a bit after the initial demo is completed. But it comes back in many forms as the remodel continues. Working at home during a remodel can be unsettling. Often, we recommend finding a quiet space in the home, if available or working off premise.

4. The Let Down

Some customers experience weariness after the demolition phase is completed. Remember, the re-building phase is a slower process. There is much more precision needed in building out a space. It's simply a slower, more methodical process.

5. What We Cannot See

Experience generally guides us as to the possibility of a remodel encountering unseen issues. Remodeling is not an exact science. We've encountered such issues as asbestos, irregular or unstable framing, un-safe wiring, and improperly installed plumbing. When any of these issues occur, we will address them with you directly and offer our recommendations to resolve them. The result of any resolution will create the need for a "Change Order."

6. Why a "Change Order"?

Issues that cannot be seen initially require a dialogue between the customer and the contractor. While almost any challenge can be resolved it may come with additional cost and or a change to the original design intent. It is not uncommon for the customer to request additional products and services during the remodel as well. These additions should be agreed to between the customer and contractor in writing. The change order should include a description of the additional work to be done and an estimate for any changes.

7. The Budget

We provide a product list and allowance costs for the items to be included with the remodel. The allowances are based on quality products from a reputable supplier. As part of the overall estimate, the product type and cost are noted. In some cases, a customer wishes to exceed the budget cost for a product. If the product is merely more expensive, there is normally no addition to cost for it to be installed. Products and technologies purchased outside of the work scope may incur additional labor and materials for the install. Recessed light fixtures, switches, plugs, etc. Are supplied by our electricians. Decorative fixtures are supplied by the customer. Normal installation is included within the estimate. Some exceptions, such as complex chandeliers and those requiring excessive assembly may incur additional labor and materials for the install.

8. Keeping to Schedule

We always estimate the total time required to complete a remodel project. In many cases, the time estimated is close to what is expected. There can be many reasons for a project to take longer than estimated. Unseen issues may require additional work and more time to complete. Additions to the original work scope can lengthen the project time. Delays in receipt of fixtures or necessary back ordered parts can affect the completion time as well.

9. Punching Through to Completion

As the remodel nears completion, the contractor and customer do what is called a “walk thru.” At the meeting the job is reviewed top to bottom. Notes are taken to address any touch ups, unfinished trims, adjustments, missing parts, etc. In the trade this procedure is called a “punch list.” A skilled craftsman is normally dispatched to the jobsite to complete the tasks noted on the list. In some cases, a few visits may be required to complete this service.

10. Warranties

We warranty the work of our craftsmen for one full year from the date of the job completion. Any products installed are warranted by the manufacturer of that product. Any additional labor required to repair or replace a defective product will be charged to the customer.