



Dear Homeowner,

We are pleased to provide you this reference handbook for your remodel. It is our hope that it enhances your understanding of the project you are about to undertake and it helps provide a stress-free experience for you.

We look forward to working with you throughout the project and want to be all our logo implies....  
“Your Team to Build Your Dream”

Sincerely,

Greg, Shawn & Beth

## *Remodeling Your Home*

There are a myriad of confusing steps in the remodeling process that often cause a great deal of stress for any homeowner. Building your dream should not be a nightmare! This informational piece breaks down the process as we feel it ought to be. It is our hope that this might eliminate some questions and help you enjoy your remodel, as you deserve to do.

We are convinced that our process adds value to our service. We want you to be proud of your home, to enjoy your investment, and to look back with pleasure on the experience.

### *Preliminary Vision Casting*

During this time, we get to see your vision. Now is the time to show us your sketches, share the pictures you've clipped from magazines, and simply dream out loud. We might take rough measurements and pictures. We'll ask general questions and walk the project site with you.

## *Initial Reconnaissance*

Now we look for any potential road blocks or regulatory hassles lurking on the horizon. We take the preliminary notes and measurements to talk with authorities such as the building department, fire department, and water authorities. Before you have invested too much in the process, we want to answer questions such as:

- 1) What permits will be required and what are the estimated fees?
- 2) Will the septic or sewer system need to be expanded?
- 3) Will PG&E or your water authority have capacity or access requirements?
- 4) What will the fire department be looking for in terms of sprinklers and water flow capacity?

Once we've scoped out the preliminary questions and resolved the roadblocks, you can make the decision to proceed with confidence. Note that many contractors leave this work to the homeowner. We do it with no extra charge. This means less confusion and frustration with the red tape from all of the local agencies.

## *Rough Draft*

At this point, we will go with you to talk to the architect or designer. We will attend the initial meetings to be confident that the architect has caught your vision. The architect will then create a rough drawing for you to review. This is going to be your first look at your vision on paper. Now will be the time for you to make adjustments until it fits your dream. With a copy of the rough draft, we can give you preliminary pricing and timing for the project. This allows you the freedom to know whether the budget looks as if it will work before you pay the architect for a full design.

## *Final Drawings*

Once you are comfortable with the rough budget, you can proceed with the architect to create a final drawing that will be suitable for the building department and other regulatory agencies. When the final drawings are complete and you have approved, you will get to make preliminary selections of your fixtures, paint treatments, floor coverings, kitchen countertops and all other applicable items. With this information in mind, we can then complete your “True Quote”.

During this process we are often able to save money for our customers by suggesting alternatives that work well, but are less expensive. We call this “value engineering” and it means that you really do get to “keep the change”.

### *“True Quote”*

The “True Quote” process involves our building your remodel on paper. During this short, but intensive time period, we give you confidence with the costs before you submit to the building department and commit to the project. We make accurate estimates of materials, labor, and fees. Our subcontractors evaluate copies of your plans and give us fixed bids based on the plans and your particular selections. We provide you a detailed explanation of all of our costs and you get to see exactly what we calculate for our contractor fee. (Our fee is normally based on a percentage of the total cost of the project.)

You are in the loop right from the beginning and have control with the “True Quote” process. We expect that the “True Quote” will be similar to the preliminary rough estimate of costs. If it is not, you will have a good explanation of any differences. If you decide that you want to make budget adjustments, we can work together to revise

selections to save you money. We lay the books wide open for you. Before anything starts on the project, you will have a dependable projection of costs. The great thing about a “True Quote” is that you benefit from cost savings, but can be confident that there will be no hidden or unexpected costs.

Many contractors give you bids and quotes that include “allowances”. If they end up spending less than their bid, they keep the savings. If the products and fixtures you want end up costing more than the allowance, you pay the extra. You lose savings and you pay extra...who wins? Not so with our “True Quote” system. You won’t have allowances unless you want them and you keep any savings we find for you.

### *Plan Check*

Once you give the green light to us, we will submit your plans to the building department, sanitation department and any other applicable regulatory authorities. We register as your contractor so you don’t have to deal with confusing phone calls and questions. If there are any questions that require the architect to intercede, we take care of coordinating the architect and the planning authorities. Once permits are ready to pull, we will pick them up and

pay for them. The cost is billed to you with no additional fee from us.

## *Time Schedule*

After the permits are pulled and you are ready for us to begin, we will finalize the time schedule with you. If you are a “do it yourself” homeowner and want to work along side us, your time schedule will be a way to schedule your participation with us. Also, since you will be shopping and selecting such items as tile, countertops, and cabinets, the time schedule will give you a reliable time frame for when your selections and deliveries are to be complete.

Because of the time schedule component, you’ll have no wondering what is going on, when it will happen, where everyone is, and whether the project is progressing as planned. We want you to have that peace that comes from feeling you are in control.

## *Making your Selections*

No worries about wandering around big box stores without help from a soul. We take you direct to our suppliers and will spend as much time shopping with you as you would like. You get our “supplier direct” pricing and will be treated with the utmost respect from our suppliers. We all believe that this process should be fun and exciting. We will also guide your

selections based on the budget you have approved. Therefore, there won't be any budget surprises.

### *On the Job Site*

You are a welcome partner on your job site, never an ignored stranger. We will have regularly scheduled job site meetings to discuss progress and answer any questions. We also hope to see you on site, participating as much as you would like. We want you to have the peace that comes from feeling that you are in control.

We treat your home as if it were our own, so there will be no unnecessary mess. Do it yourself fans like joining in along side us. You get to learn and are never treated as if you are in the way. We are truly on your team.

### *Once the Job is Finished*

Our work is guaranteed and we stand behind that guarantee. You won't have to worry about follow-up. In addition to our pledge to stand behind our guarantee, we provide you a handbook and complete set of documentation including: All of the appliance manuals and serial numbers, color codes for paint, phone numbers of suppliers and service people, and maintenance instructions. We want you to enjoy living in your investment.

## *Looking Back*

Why do we go the extra mile to provide you this information in hopes that it leads to a stress-free remodel? Our pledge is to take care of you as if you were our own family. That is how we've grown our family business into the third generation. That is why our motto is, "Because that's what families do for each other".

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