



INCREDIBLE *Renovations*

Remodeling Process and Expectations

Welcome!

We are pleased to be working with you on your project. Our years of experience have taught us that communication is vital for a project to run smoothly.

Therefore, we pride ourselves on having direct, honest communication with our clients. There will always be issues; however we strive to minimize any unwelcome surprises. This booklet will be your guide as we work together.

We want you to know what to expect during each phase of your project. Expect to be informed...and please call if you feel you are not informed enough.

Please take a few minutes to review this booklet. ...And feel free to ask us for clarification if required.

Thanks!

The Incredible Team!

You've made an Incredible decision by calling us at this early stage in your project.

Our team is with you every step of the way from the first appointment and for years to come. Your renovation will be crafted and built with exceptional quality.

What to Expect

Step 1: Site Visit. During your site visit, our structural engineer, architect and interior decorator we will visit your home, take measurements and photos, listen to why you want to remodel, and learn about your lifestyle. It is best that you have your property survey and elevation certificate available during this meeting.

Step 2: Design & Budget meeting. Get Ready! All of the information we compiled in the site visit will be drawn up and put into a 3D model allowing you to take a virtual tour of your renovation. Design and Budget appointments are usually scheduled within two weeks after your site visit. We will make any changes you like and present you with the budget of your project. This is also the time you may sign your agreement to move forward.

Step 3: Signing. If you haven't signed the contract during your Design and Budget appointment, we will make final changes and then you can sign your agreement.

Step 4: Décor. You will meet with Raghda, our Interior Designer and select your tile, granite, paint colors and other items for your renovation that deal with design, color and finishing material. You will also choose plumbing fixtures and items recommended. Another meeting will be booked to discuss construction details such as cabinet design, new lights, specific locations, window style, doors and closet designs.

Step 5: The City and HOA. Don't worry. We'll handle this for you. The first thing we will do is submit applications to the HOA and city and secure approvals for the proposed design. This process can take anywhere from a couple of weeks to a couple of months. You can help expedite this is by having documents ready such as property survey and elevation certificate. Make sure you provide contact numbers, website and other information that is helpful about the HOA. It is best to do this at the time of signing your contract.

Step 6: Your Project Manager will set up a meeting with you. Your project manager will go over the phases that will take place to complete your job. He will manage *all* aspects of your job. Relax, you are in good hands. They are educated in the industry and continue to take classes to stay current on all construction matters. Trust your project manager to get the right crews on your job at the right time. If you have any questions about your job, your Project Manager is your point person and who you should contact. If you have any after office hour or weekend emergencies, please contact your Project Manager. If you cannot get a hold of your project manager, please contact Adam, General Manager.

Step 7: Get ready for demo. Make sure you have cleaned out the rooms that will be under construction. Clean out cabinets, remove breakable items and make sure you leave a clear path for crews to come and go. If you have items that are special to you or breakable, please remove them from areas where our crews will be and keep them in a safe place. If you are doing a kitchen remodel and decide you want to continue living in the house during the project, we suggest setting up a wet bar or area in your home to serve as a temporary area you can use to make coffee, keep drinks, snacks and use your microwave.

Step 8: Prepare yourself for stress and complaints from your neighbors. Remodeling is a stressful process. At Incredible Renovations we will do our best to make the process as stress-free and enjoyable as we can. People will be coming in and out of your home, your home will get dirty, the items you are used to grabbing will be out of the way and you may also feel a lack of privacy. What can you do?

- a. Keep your eye on the prize. Your home will be disrupted for a few months. However, the long term renovation will be well worth it.
- b. Budget for a few get-a-ways. Make sure you coordinate that with your Project Manager to coincide with weeks of high noise and activity. This will relax you and your family as well as give the crews extra hours to get the job done quicker. You may also want to budget for things you want to do around town. Treat yourself to events on the weekends and explore the city.
- c. Don't hold up the process. Keep a lock box on your door containing a house key that our crews can use to enter your home. This will allow them to work without interrupting your day. Don't put time constraints on when crews can arrive and how late they can stay. Please also allow them to work on weekends. Your project manager will manage reasonable hours. If you do have specific hours, days, religious holidays or other situations that require our crews to take a break, please alert your Project Manager as soon as possible.
- d. Know that stress and frustration are common and expected in the remodeling process. If you are feeling the signs of stress, contact Judyth, our Public Relations Manager. She will be happy to hear your concerns, help any way she can and assist you in finding a solution.
- e. Let the Project Manager Manage. You may feel you know the steps of managing a project; however, our Project Managers have real world experience, and outstanding track record, customer references and accolades and Incredible Renovations has over 30 years of experience in new construction and remodeling.
- f. Stick to your budget and plan. You will have ideas or see something new and want to add it. If it fits in your budget, great. If it is over budget, you may cause yourself undue stress.
- g. Realize your spouse and kids will be cranky. Some homeowners lose their cool during the process. If you take your emotions out on a family member, realize it's the situation not the person and apologize.
- h. Set weekly or bi-weekly meetings with your Project Manager for updates. This will help you realize the progress and how close you are to the finish line.

Step 9: The work. Your Project Manager will let you know who is coming out and what work will be done. It may look overwhelming; but, we have it under control. Your job will be done *"On Time and On Budget!"*

Step 10: The punch list: Once construction is almost over, you'll notice some things. There may be a smudge on the wall, grass outside that was damaged or other items. Mark the items where applicable with blue painters tape. Also make a list and provide it to your Project Manager. Be prepared that months after the initial punch list you may look up and notice a spot in the paint. Don't panic, just call us. We'll be happy to take care of items you find after we have finished the job. It is inevitable that we may have to make several visits back to the house to finish the items.

At Incredible Renovations, we do not stop at the warranty period. We continue serving our clients for years to come.

Who do I Call?

Your Project Manager is your Point of contact person. Think of him as the coach of the team. He/She calls the shots, comes up with the plays and puts the team into motion. Under his/her direction the game will be won.

We need it in writing before we do the work. Verbal discussions and agreements do not commit Incredible Renovations to any activities. It is important to document any changes or additional work that isn't specified in the contract so we are all "on the same page."

Change Order

No matter how much effort is put on the design features and details, as your project takes shape you may see things differently. As your Project progresses you may wish to change some features of your project, we understand. Please feel free to approach us at any time regarding changes. You may discuss them with your project manager. To keep things under control, we use what is called a **change order**. The change order defines the change and any adjustments in the cost of the project. It is then presented to you for review and final approval. The purpose of the change order is to keep track of changes from the original contract and to enable the homeowner to be fully aware of any cost adjustments to your project. Not all change orders cost you money. Some result in credits and some are all-square with net zero dollar amount. **If there is a charge, there is a 25% fee added to change order payments are due to be paid as stated in the change order before any work can begin. Change orders can also change the completion date of your project.**

At Incredible Renovations changes can always be made, however, if you submit a change order before something is built or fixtures are ordered it is much cheaper than changing it after the fact since that many involve demolishing and/or restocking/return charges. Please note that change orders have to be approved by you and the builder in writing. If we do not see your written approval within 3 days, then the proposed change will be ignored and construction will continue as per the original plans and specifications. All change orders are do upon approval. Work will not begin until payment is received.

Payments are due when stated in the payment schedule.

Please plan ahead for payments. We attempt to give a few days' notice before a payment is due. However, it is the clients' responsibility to know when it is due and to prepare to make that payment. Sometimes clients need to transfer money, and this can often take a few days. Please note that these payments are due at substantial completion of the corresponding phases. For you convenience we accept payment by credit card for up the 50% of the cost of the project. If you wish to make a credit card payment in excess of 50% there will be a surcharge of such payments. The best procedure for submitting payment is giving the check to your Project Manager or leaving it somewhere safe for the Project Manager to pick it up. We prefer that you do not mail the check due to issues with the United States Postal Service in the past.

Communication

We would like to have a primary contact in your household that will be available to make decisions, to communicate your selections, and generally interact with Incredible Renovations. This will help us to keep the project moving and eliminate unnecessary delays.

We would like you to know that all communication should start with the Project Manager assigned to your job. He is there every day and has the most knowledge about the progress of your project. If he

cannot or does not answer your questions, please feel free to give us a call in the office and someone will be happy to assist you.

Cleanliness and Remodeling

Remodeling is a messy process. We take measures to control and reduce dust. Unfortunately, at certain phases sometimes we may not be able to totally prevent it. The homeowner should plan to change furnace filters frequently during the remodeling process.

What Cleanliness means to Incredible Renovations

We commit to the following:

We will broom sweep and straighten up the project area daily. We typically cover the floors with protective coverings in areas of high construction traffic. We will hang plastic to segregate living areas from project areas as required.

We do NOT do the following:

We do not clean windows that are outside of the impacted area of work. We do not house sit pets. Please make arrangements for your pets during the remodeling process.

Please move important items away from the project site to prevent damage.

If we are doing exterior work, please remove pictures and other wall hangings from those walls. Vibration from working on exterior walls may result in those items falling off the wall and being damaged. **It is the homeowner's responsibility to remove pictures and other wall hangings before work can begin. Please don't re-hang pictures before work is completed.** We are also not responsible for nail pops that occur on interior walls when working on the exterior. If we are doing work on the interior of the home, please remove personal valuables (jewelry, money, family heirlooms, etc) as far as possible from the construction site to prevent damage.

Moving Furniture

We will move furniture and appliances if it is included in your job details and specifications. We do not accept responsibility for any possible damage. Please check contract exclusions.

Reasonable delays are to be expected.

Weather is a big factor in many projects. Rain, snow, or sometimes family emergencies can create unavoidable delays in a project. Between phases, such as framing and electrical, it is reasonable to have short delays as we are attempting to schedule trade partners who work for many contractors. Our goal is to be actively working on every project every day, but this isn't always possible since some of our trade partners have their own work in addition to ours. Please know that even if you don't see us working at your home, we are working on your project internally in the office through scheduling, material ordering or material handling. Granite and shower glass enclosures can take up to two weeks to cut and install.

Our Project Completion Process

As we near the end of your project, the Project Manager will maintain a list of items to finish the project. He will coordinate with you on the details of this list. When this list is finished the production phase is considered complete. We have a project completion form that is signed by the Project Manager and the homeowner to verify this step. This formalizes the final payment process, which is then due. Anything that arises beyond this point is considered a warranty issue, and is cared for through the warranty process.

Finish Matches and Product Matches as close as possible

Exterior Finishes

Brick
Siding
Roofing
Concrete
Etc.

Interior Finishes

Floor Covering
Wall Covering
Trims
Paint Colors
Etc.

We do not guarantee that we can match your existing finishes due to:

- ~Weathered
- ~Dye Lots
- ~Mixture Application
- ~Installation Process
- ~Discontinued Products

We do guarantee to make every effort to make matches as close as possible utilizing standard suppliers and local stock.

What are warranty items?

Warranty items are those things that come up after the final walk-through or within the warranty period outlined. Warranty items do not delay final payment and are resolved in a separate appointment based on Incredible Renovations schedule. **We promise to come back!** We want more jobs from you in the future and we want you to speak highly of us! Warranty items do not include normal maintenance items such as caulking or settling and shrinking of millwork due to seasonal changes and your home's moisture content. These items need to be maintained by the client periodically as normal course of home ownership.

Remodeling Fever

We call it Remodeling Fever...The drywall stage comes to a close, you see the light at the end of the tunnel and you just want your home back in order! Just stay patient a bit longer. The final steps with trim carpentry, painting and flooring are the time-consuming steps that you will see for years, and we want to do it right. You'll be glad for your patience when you see how good it looks finished! The best analogy we have heard about the remodeling process is from a female client who compared it to having a baby. It's painful while it is happening, but shortly after you love it and forget how hard the process was. Then often you choose to go THROUGH IT AGAIN.

Paint and Stain Selections

Paint applied on the wall can look very different from the paint tape. We recommend that you buy sample paint of the desired color and put it on the wall. Once you've decided on your final choice you can let our Interior Decorator know.

Appliance Policy

To minimize the risk of appliance manufacturers voiding your warranty due to installation by uncertified personnel, we do not buy or install appliances. Once you have bought your appliances, please provide details and specifications so that we can provide the wiring and ducting needed. We coordinate installation of appliances only if it is specified in the contract. If you purchase your own appliances we don't install them, coordinate their installation, or guarantee their fit.

Other Contractors

Any contractors who are not working on the premises through Incredible Renovations will need to do their work after we are finished due to insurance and responsibility issues. Prior written permission must be obtained from Incredible Renovations if they must work during the course of our contract.

Release of Responsibility Form

We want you as the homeowner to have what you want. However, sometimes what the client wants is contrary to what we advise. In the event this kind of situation should arise, we have a release form we request you to sign.

Salvageable materials

Salvageable materials are the property of the homeowner, but Incredible Renovations assumes that all salvaged materials are to be disposed of unless we have been informed otherwise prior to the start of the project.

Leftover materials

Leftover materials belong to Incredible Renovations. Sometimes we order surplus materials to make sure we have enough for the completion of the project. In that case we return those surplus materials for credit.

Things that fall apart when we take them apart!

Sometimes we plan to reuse old items, but when we remove them, they fall apart. For example, here are some items that frequently fall apart: light fixtures (perhaps we get it apart, and the wiring is too old to use again), plumbing fixtures, trim (the wood gets brittle when old), doors and windows. This list isn't exclusive of other items, of course. In the event this kind of thing should happen, Incredible Renovations is not responsible for replacing an item that was intended to be reused.

*Thank you for taking the time to read this booklet.
We look forward to working with you!*

Setting Client Expectations

- Staying within budget
 - We set the budget at the beginning of the project, and while we include overhead fees, if the project should exceed the set cost for unforeseen reasons, no charges will be made to the customer.
- Staying within schedule
 - We set the schedule upfront as well, and commit to having the project finished by the end date promised, or we offer a late fee (up to \$300/day depending on the project)
- Expertise
 - Having an architect, engineer, and interior designer on staff means that the design staff is certified in their field, and able to handle any project in house without having to deal with exterior help.
 - If there's a question we don't know the answer to, we will do the research and find out.
- Communication
 - Quick follow-up to all emails/phone calls with answers being provided as soon as possible. Your Project Manager will touch base daily to ensure the project is moving along as planned.
- Ownership of problems
 - In the event that something does go wrong with the project, Incredible Renovations will do whatever it takes to fix the problem.
- Guidance
 - We will handle all of the HOA documents and processes needed to accomplish the project on time and on budget. While the customers make the decisions, we will use our experience to offer any assistance they need.
- Fine Tuning
 - Until the contract is signed, we will work with clients making revisions on the budget and plans until it meets their complete satisfaction.
- Team Mentality
 - Clients work with every member of the team at one point or another, so we all play an important role, pitch in, and have a customer-first mentality.
- Referable Business
 - We want our clients to want to pass us along! We strive for every client to suggest us to a friend.
- Respect
 - We will respect the commitments made to our clients, as well as their privacy and daily life.