



## GETTING READY TO BEGIN YOUR PROJECT

You've made the brave decision to enter into the world of home remodeling. It can be a daunting, life complicating ...and sometimes downright frustrating...experience. But it doesn't have to be. There are steps that we can take to help you and there are steps that you can take to help us.

### WHAT CAN YOU DO TO HELP?

First, before the construction starts, be prepared to relocate your personal possessions out of the construction zone. You don't want your belongings damaged and neither do we. If you relocate the small items, we can relocate - or cover - larger items (refrigerators, couches and the like as necessary). Removing pictures from the walls, china and collectibles from cupboards, curios from cabinets, and lamps from living spaces will help for we surely do not want to damage anything.

Second, containing your loved pets will also be important because in the process of moving materials and tools into your home, we don't want them to escape or be hurt.

Third, think about access for us. Since we may be visiting your home for a few days or a few weeks, we'll need to be able to get in to do our work. You may choose to be home to let us in. Some customers elect to provide a key or code and others simply leave the door unlocked and we lock up at the end of the day. The choice is certainly yours but we will need to be able to get in to do the work.

Fourth, expect dust! But read on.

### WHAT WE WILL DO TO HELP

Regardless of what you've been told, there will be dust! There will be some disruption to your daily life! And there may well be changes to even the best planned project.

Dust is produced by the very nature of cutting into walls, removing wall or ceiling plaster, floor or cabinet removal and installation, sanding drywall and other remodeling activities. Despite our very best efforts to control dust (when and where possible, we use tools that are connected to special HEPA vacuums, install poly air barriers, use exhaust fans plus we seal return air grills to minimize dust returned to the furnace), you will still find dust. Be prepared for it is inescapable. Just plan on a thorough cleaning after the project is complete.

There will be some disruption in your daily life too. Of course, you are not used to having workmen in your home from early in the morning (we usually start at 7:30 in the morning) to late in the afternoon (just about dinner time) during the week. We typically work Monday through Thursday (10 ten hours days) so you'll have Friday through Sunday to yourself. By the way, our employees do not smoke so you won't be bothered by annoying smells and butts either.

We'll put carpet protect (plastic) on the carpet and stairs as necessary to protect them. Drop cloths will be used as runners to further protect the work area as well as the path to the door. As appropriate, we will set up plastic wall barriers to keep the dust in or...if we are replacing windows or doors...to keep the cold out. Of course, we will remove all construction debris but that may require that a dumpster be placed in the driveway or adjacent area (and that may limit access to your garage).



We clean up each day by sweeping and vacuuming and we will never leave our “stuff” around that would, in any way, create a safety hazard for you (or your children).

We may need to “commandeer” a portion of your garage as either a workspace or as a storage depot for raw materials. If we have to use the garage, we’ll try to minimize its use and we’ll certainly sweep it at the end of every day.

Finally, be prepared for change. Of course, we are in your home to create “good” change for that is the intended outcome of the remodeling effort. But there may be some “bad” change too. By the very nature of remodeling, conditions lurk behind your walls, floors and ceilings that cannot always be expected or predicted. The older the home, the more likely this is to occur. Someone was described remodeling as “the act of discovering unforeseens, variables and surprises.” How true!

In preparing our proposal for you, we made (and will make) every effort to discover and anticipate possible surprises but occasionally we miss the boat. From time to time, and part way through the project, you may decide to add or change an element to the project. For additions or changes that are minor, and when we can, we simply add or change the item to meet your wishes. Other times, these surprises, additions or changes require a modification to the original proposal (also called the contract). If so, we will prepare, for your approval, a Change Order which outlines the proposed contractual changes and the cost associated with the additional or changed work. Your signed Change Order will be our authority to proceed with the work.

Finally, please rest assured that we all do all that is within our power to make your remodeling project as pleasant and professional as humanly possible. If you sense that we “missed a beat” along the way, tell us about it and we’ll get it corrected immediately.