



## Our Commitments

Here's what we think you should expect from a professional contractor.

### Planning and Scheduling

- Discuss your vision, goals, and priorities.
- Review a project schedule and take into consideration your scheduling conflicts.
- Inform you of any delays in the schedule.
- Inform you of the dates that materials need to be on site (if ordered by you).

### Budget

- Provide you with a clear estimate for materials.
- Notify you of upcoming milestone payments.
- Inform you of any additional costs before we proceed.
- Give you credit for items that are removed from the project.

### Scope and Quality

- Clearly indicate in our proposal what work is included in the price and what is not.
- Inform you of any work necessary that is not part of our original estimate and provide you with options.
- Bring to your attention any and all possible defects in materials.

## Communications & Decision-Making

- Hold a weekly status call or meeting and daily inform you of the plan for the next day.
- Discuss your priorities for the project execution (e.g. noise, dust, access)
- Provide you with notifications about all required inspections.

## Team

- Introduce our team members to you and clearly explain who acts as your main contact.

## Follow-Up

- Provide you with a packet at the completion of the renovation with all product guarantees, warranties, owner's manuals.

## Your Commitments

Here's what we ask of you to help create a productive client relationship.

### Planning and Scheduling

- Conduct a thorough review of the schedule and check it against your personal schedule.
- Inform us about any scheduling needs or conflicts as soon as you are aware.
- Do your best to stick to the order deadline we will provide you to ensure the project can proceed without delays/interruptions because materials are not on site.

### Budget

- Ensure you are ready to make the milestone payments.
- Understand that surprises happen and plan your budget accordingly. Plan for a buffer.

### Scope and Quality

- Discuss what aspects of your project are most important to you.
- Review and confirm plan details ahead of time.
- Give us notice of specific requests, for example: grout colors and baseboard styles.

## Communications & Decision-Making

- Be available to review the status with us.
- Communicate who will make decisions on your end and how you want to make them.

## Team

- Provide us with a reliable method to access the construction site, including a lavatory.