

## **What to Expect When You Work with Gehman Custom Remodeling**

### **Initial Contact**

Whoever you talk with at Gehman Custom Remodeling will ask a number of questions to determine how we could best respond to your inquiry

Name, first and last

Spouse, first and last

Type of work

Project you'd like to have done

Who referred you to Gehman Custom Remodeling?

If it was a person, what is their name?

How do you know them?

If it was marketing, what / where / when?

Have you already talked with someone from Gehman Custom Remodeling?

If so who and when?

Our goal is to build relationships with our clients and they've told us that it's best for them to work with same people from Gehman Custom Remodeling each time.

Mailing address

Address where work is to be done

Municipality where work is to be done

Home telephone

Work telephone

Cell phone

E-mail address

Style of House

When you would like to have the work done?

Started?

Completed?

Do you already have plans / blue prints for the project?

If yes, who is the design professional who did them for you?

Will they be working with us on the project?

If no, are you looking for us to work with you on the design?

What are you looking for in a contractor?

Why did you call Gehman Custom Remodeling?

How long have you been thinking about this project?

From the information you give us we'll be better able to determine who will be the best Remodeling Consultant to work with you on this project.

### **Emergency Projects**

While you're still on the phone we'll schedule one of our tradesmen to come to your home and address the issue.

Other than for Emergency projects, the assigned Remodeling Consultant will call you within 24 business hours, with more questions and if it makes sense to set up a time to meet with you at your home. They will review the information already on file to be sure that it's correct

### **Handyman Projects**

For handyman / small repair type projects the work is usually completed Time & Material where you may choose to pay by the hour, half or full day.

We'll ask more questions so that we can try to have the right tools and materials with us when we come to your home. Many times we will need to come to your home first to see what is needed and then pick up materials.

### **Remodeling & Design / Build Projects**

We offer an initial consultation with one of our Remodeling Consultants at no cost to you.

The initial appointment is certainly to learn about the project you have in mind. It's also an opportunity for us to get to know each other to be sure that we can work together.

We'll make some notes as we go along. After an hour or so, we'll talk together to decide together whether or not we think it makes sense to move ahead. If the answer is yes, then we'll talk about the next steps.

### **Budget**

It's important for you to establish a realistic budget for the project(s) you're planning.

### **Photos**

We'll have a digital camera to take pictures of the areas that will be part of the project. Photos are taken on a regular basis during the project and at the end for our records.

### **Meeting Notes**

Before the second meeting we will write up Meeting Notes from the initial consultation and e-mail them to you to be sure that we heard and understood what you are looking for.

### **Opinion of Probable Costs**

After our initial consultation we will invest some more time to introduce your project to a few members of our team to review the Meeting Notes and digital photos that our Remodeling Consultant made from their meeting with you. Based on our years of experience with similar projects and referencing some industry standards, we will be able to provide to you a dollar range in our "Opinion of Probable Costs" document.

We'll invite you to our showroom for a second appointment. There is sure to be some things you would like to see and a few items that we thought of when talking with you about your project that we would like to show you.

### **Project Development**

If you'd like to work with Gehman Custom Remodeling and are comfortable with the budget that's been proposed, the next step will be to enter into a Project Development Agreement. With your signature and a retainer we will get started.

### **Development Team**

Your Development will consist of following personnel as needed:

- Remodeling Consultant serving as the point person
- Residential Designer(s)
  - Certified Remodeler - CR
  - Certified Kitchen and Bath Remodeler - CKBR
  - Green Advantage Certified - GAC
  - Certified Aging in Place Specialist - CAPS
- Project Developer
  - Quality Master Estimator
- Production Supervisor
  - Certified Remodeler
  - Certified Lead Carpenter
- Building Inspector / Municipal Authorities

### **Site Visit**

A time will be set when the Remodeling Consultant and Designer can meet with you at your home to:

- Go over the scope of work
- Ask more questions
- Measure the existing spaces that will be worked on
  - This information is needed for input into our CAD (Computer Aided Design) system. Depending on the size and complexity of the existing House and proposed project(s) it may take several hours to do all of the measuring
- Contact the local municipal officials for:
  - Plot plan – drawing of your property
  - Zoning laws for the property
  - Building codes for the property

### **As-Built Drawings**

Draw the existing areas that will be worked on as the basis to begin the plans for the new spaces.

### **Schematic Plans**

Generally we will draw 2 – 3 preliminary plans for you to see and help us narrow down the direction you want the project to go. At this point we've haven't put a whole lot of thought into the pretty parts of design and the necessary structural components. We'll do that when you have given us the go ahead with a specific concept plan.

Revisit the Budget

Ask the Clients is the budget still the same? Gehman needs to say based on the direction the plans / designs / selections are going whether or not we're still on target

### **Design Review I**

We'll set a meeting at our showroom to show you the schematic plans that we've developed for you. You'll view the CAD drawings in 3-D on one of our large flat screen monitors.

There is usually one version that catches people's interest but often times it's really a blending of the ideas we've presented into one that will work for you.

This is your project not ours, so tell us what you really think.

We'll work together to tweak the design and we can make some changes while you're watching.

Revisit the Budget

Ask the Clients is the budget still the same? Gehman needs to say based on the direction the plans / designs / selections are going whether or not we're still on target

### **Selections**

Each time you visit our showroom you'll be asked to begin the process of making material / product selections.

Some projects such as Kitchens and Bathrooms can have many selections to make. We find that people grow weary if we try to make all of the decisions at the same time. Start with something that catches your eye and we will work from that choice to coordinate the rest of the items. We have a lot of things in our showroom, but there's often the need to visit showrooms of our suppliers and manufacturers. We will assist you start to finish and accompany you to offsite showrooms. We're here to help.

Revisit the Budget

Ask the Clients is the budget still the same? Gehman needs to say based on the direction the plans / designs / selections are going whether or not we're still on target

### **Design Review II**

At your next appointment at the showroom the preliminary design should be pretty close to what you are looking for.

We will have put some thought into how we're going to build it and may have questions for you, and you for us. Sometimes we need to schedule another Design Review meeting, that's okay. We'll make as many changes to the design / plans as are necessary until we hear you say, "Yes, that's it."

Revisit the Budget

Ask the Clients is the budget still the same? Gehman needs to say based on the direction the plans / designs / selections are going whether or not we're still on target

### **Design Approval**

When you've given us the go ahead we'll develop the plans so that we can do a detailed estimate of materials and labor that it will take to do the project.

### **Development of Costs**

We use a proprietary computer estimating system that connects with a database of our own previous experience as to how long it takes to do the multitude of tasks associated with remodeling, breaking labor units down to a minute fraction of an hour.

Most trades can be done by employees of Gehman Custom Remodeling. However, it may be best for cost and scheduling to outsource portions of your project to qualified trade contractors. With firm numbers in hand, we'll schedule a meeting to go over them with you.

We'll include a list of options that you asked about along the way which you may choose to include them with the project.

### **Construction Contract**

When you've given us permission to move forward with the project we'll compile the specifications into a detailed written format and complete the plans to be ready for permit applications.

These documents become the basis for the contract.

### **Permits & Inspections**

Your municipality will require permits before work may begin on your project.

Gehman Custom Remodeling will make this application on your behalf and will arrange for the required inspections.

### **Pre-Construction Conference**

Before we start work on your project we will schedule a Pre-Construction Conference meeting at the work site.

The Remodeling Consultant will introduce your Project Manager, the person who will be on site each work day until the last detail of the project is complete.

Prior to this meeting the Development team will have gone over the project with the Project Manager.

Together with you, we'll go over the project again to be sure we are all heading the same direction.

### **Communication**

Our Project Managers have cell phones and fax machines on site.

Our office is staffed during business hours with access to telephones, faxes and email.

You'll never struggle to connect with one of us.

As the project begins the Project Manager will communicate with you what's happening and the schedule for the foreseeable future.

### **Payments**

We will ask for a deposit upon signing of the Construction Contract with the rest of the payments spread throughout the project tied to milestones that you can know have been accomplished.