



What to Expect During Your Remodel

Thank you for choosing DRD for your remodel project!
Please thoroughly read through the following information provided for your benefit.

PRIOR TO JOB START:

- It is our company policy to only start jobs once key materials are on site. (It is imperative to maintaining our critical path schedule and completing your project in a timely manner.)
- D.R.D. does not warranty customer supplied materials. It is the client's responsibility to inspect all materials when received.
- It is the owner's responsibility to move all personal belongings, paintings/pictures hanging on adjacent walls, etc. from the project area.
- Please clear an adequate area (i.e. garage, covered patio, empty adjacent room, etc.) for customer supplied items, contractor material storage, tools and an area for a debris pile.
- It is ultimately your responsibility to have a "foolproof" plan for the safe containment of your pets during our work hours.

PROJECT START/ DEMO DAY 8:00 AM:

- Your Project Manager and our demo crew (including your designated on site Lead carpenter) will arrive at 8:00am on the first scheduled day.
- It is important for you, the homeowner, to attend this meeting to share any special instructions and answer questions that we will have.
- In your presence, we will discuss the scope of work while referring to the work order. This enables us to ensure effective communication and allows for optimum efficiency.
- Please mention any special instructions and/or requests that will make the job go easier (i.e. house alarms, neighbors, deliveries, etc.).
- We will supply and install a lock box and ask for a key. The key will never leave the property. We will be happy to share the lock box code upon request.
- We will ask you to identify which bathroom you would prefer us to use. We bring our own soap, hand towel and Clorox wipes.
- Our "job pocket" which contains our safety manual, work order, critical path schedule, change order sheet, and a punch list form will be hung in the garage or requested area.
- Floor protection and dust containment materials will be installed as a preventative measure.
- Although we make every effort to contain the debris, some dust in adjacent rooms is inevitable.
- Please expect noise and general disruption throughout the duration of the project.
- **We understand that it can be inconvenient to open your house to people you don't know and we make every effort to be considerate of the situation.

PROJECT MANAGER:

- Will monitor the project through all phases to ensure the client's end product is achieved.
- Coordinate employees, client meetings and subcontractors for the duration of the project.
- Visit the tile showroom with you to assist in selection process for up to 2 hours if needed.
- Visit the job site 3-5 days per week depending on the phase of the project.

PROJECT LEAD:

- A "jack-of-all-trades" that will be on site nearly every day a DRD employee is scheduled *when possible*.
- Works directly with your project manager to make sure work is executed efficiently and the critical path schedule is maintained.
- With the help of the project manager, communicates with the subcontractors and answers questions that will arise on site during the work day.

DESIGN SERVICES:

- Design services above and beyond the complimentary 2 hours of showroom time should be communicated in advance so that an estimated amount of hours can be provided.
- Design hours accrued are billed at a reduced labor rate of \$95/hour in addition to your weekly progress invoice(s).
*Examples include: Conceptual sketches for relocation of fixtures or walls, etc., tile elevations, lighting plans, materials selection, additional client meetings and office time.

BUSINESS HOURS:

- Our typical work day is from 8:00am to 4:30pm. However, the crew will sometimes stop by a supplier to gather materials on their way to the job site so they won't necessarily always be there at 8:00am sharp.
- Occasionally we will stay beyond 4:30pm, or even work on a Saturday, in order to maintain a schedule. In any case, we will always ask permission if we intend to work beyond 5:30pm or on weekends.
- The first Wednesday of each month we have a mandatory company meeting which every employee attends. Afterwards, employees typically arrive at the jobsite between 9:30-10:30am.

INVOICING and PAYMENTS:

- Invoices for materials such as tile, granite or windows will be created once details/ quantities are finalized so that order can be placed. Collection of this payment should be arranged for the earliest availability of the homeowner and Project Manager.
- DRD invoices every Thursday afternoon for work to be completed through the end of Friday based on current project status and the critical path schedule.
- The project manager will be by every Friday to collect the progress, design and/ or materials payment(s) for the closing week.

CRITICAL PATH SCHEDULE:

- Maintaining our critical path schedule is vital to our short construction timeframe.
- Because it is our company policy to have finished materials on site prior to starting a project, we avoid timely delays that may otherwise arise.
- In the majority of cases, you should expect us to be on site for up to a week after the scheduled completion date for any fine tuning, etc.
- It is inevitable that small issues will arise which will affect the overall schedule of the project. However, we will do our best to ensure that your project finishes as close to the original timeframe discussed as possible.
- Ultimately it is how the issues are handled that allows for a happy relationship. The best course of action is effective communication. Our goal is to provide you with a quality finished product and have fun while doing it so that we can all "live happily ever after."

UTILITIES:

- During the course of construction, it is often necessary to temporarily shut off either water, gas or electrical in order to allow for upgrades and/ or location changes. They will be turned back on prior to end of day. Please plan accordingly.
- If there is not going to be a toilet available for the workers during construction, a portable unit will be rented and the fees will be included in your weekly invoicing. (Portable toilets are cleaned and emptied every week as part of the rental service.)

DEBRIS and SITE CLEANING:

- We will have a trailer on site for demolition debris that will remain for a day or two.
- We schedule trash "rounds" weekly or bi-weekly (based on need) to pick up any debris piles that may have occurred.
- We will do our final off haul of all construction related debris and pick up all of our tools and materials, once the project is complete.
- We constantly sweep large piles of dust/ debris to keep from tracking around the house.
- We leave the completed project "broom clean"; We recommend scheduling your housecleaner for a post remodel deep clean.

FINAL DETAILS:

- Your project manager will schedule a jobwalk within the last couple days of the project. At this time, please share any tweaks or fine tuning that you would like to be made to the nearly completed space.
- These items will combine to make a final "Punch List" and indicate the total hours remaining on your project.

WARRANTY:

- D. R. Domenichini Construction abides by the industry standard of a one year warranty. However, on a case-by-case basis we have been known to take care of certain issues for several years free of charge.

NOTEWORTHY:

EXTRA TILE:

- Tile layout A vs. tile layout B require different amounts of tile for the same wall.
- Larger tiles end up with more waste due to cutting and the cuts vary due to room layout, etc.
- Please expect up to a few boxes of extra tile. (It is always nice to have extra tile on hand in case of future remodel emergencies.)

HARDWOOD REFINISHING:

- Please expect some inevitable dust from the different sanding phases that this process requires.
- When sanding and finishing hardwood in place, it receives several separate clear coats of finish with sanding in between.
- The final clear finish cannot be walked on until completely dry. Dry times vary, please consult with your project manager about when you may enter this room.
- Please be prepared for a potent odor from the stain, we recommend opening windows for ventilation.

HOT MOP:

- This is the best and most durable way for waterproofing your shower.
- Please be prepared for a strong, potent odor due to the hot tar being applied during this process.
- We recommend opening extra windows to help alleviate the odor.

FRAMELESS SHOWER DOORS:

- Do not use shower for 24 hours after installation to allow sealant to dry. Additionally for frameless shower door installations with tape on glass, do not remove tape for 72 hours.
- Frameless shower doors are NOT 100% watertight due to their design, leaving small gaps between the doors and wall or other glass panels.
- There may be some imperfections in the shower glass and mirrors due to the fabrication and tempering process.
- Do not use abrasive or acid-based cleaners on glass or metal.
- Towel bars are NEVER to be used as grab bars.

Please let us know if you have any questions or concerns regarding the information provided above.

By signing below, you agree that you have read and understand this document.

Customer Signature: _____ Date: _____