



# 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 ALL 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.
- There will be a pre-job start meeting so that the estimator can introduce the project manager and get he/she acquainted with the project.

## **PROJECT START/ DEMO DAY 8:00 AM:**

- Your Project Manager and our demo crew 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. (Or we can rent a "porta-potty" for \$75 per week so that our workers do not need to use your restroom.) Some jobs may require a rental if we are remodeling the only bathroom. This bathroom is cleaned and emptied weekly by the rental company.
- Our "job pocket" which contains our safety manual, jobsite binder, critical path schedule, will be hung in a designated 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 home to people you don't know and we make every effort to be considerate of the situation.

#### **DESIGN SERVICES:**

- We will collect a check for \$720 (per room) to start the design phase of selecting materials.
- Our design team will consult with you on your design style, wants and needs for the space. They will put together 2 different design options of the materials to be installed. Together, through emails you will narrow down the selections and tweak the design as necessary.
- At this time, a set of rendered plans are created so that you can better visualize the completed remodel. Once these images are to your liking, the design team will bring actual samples of tile to your house for final selection to create your dream space!
- Once the CAD construction drawings are complete, DRD will collect a second check of \$720 (per room) for them.

#### **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 job site 3-5 days per week depending on the phase of the project.
- Daily update emails will be sent at the end of the day to discuss the progress and upcoming work.

#### **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.

**SCHEDULING:**

- 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.

**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 recommend scheduling your housecleaner for a post remodel deep clean for adjacent rooms.

**FINAL DETAILS:**

- Your project manager will schedule a jobwalk within the last couple days of the project to discuss the fine tuning details that are left 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. In the unlikely event that a warranty issue arises, however, on a case-by-case basis we have been known to honor our warranty beyond the 1 year industry standard.

- DRD does not warranty customer supplied materials. Any repair time or additional installation time due to broken or damaged finished materials will be billed as a change order at our hourly rate.

**NOTEWORTHY:**

**ADDITIONAL MATERIAL:**

- Tile layout A vs. tile layout B require different amounts of tile for the same wall or floor.
- 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 material which generally cannot be returned. (It is always nice to have extra material on hand in case of future remodels or 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.

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

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.”

By signing below, you agree that you have read pages 1-4 and understand this document.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_