



“Surviving Your Remodel”

Congratulations! Your remodeling project is under way. As you read this, materials are being ordered and pre-job meetings are taking place in regards to your project. In an effort to make this experience as pleasant and comfortable as possible, a positive mental attitude and a realistic concept of what is likely to occur is important. As with any remodeling project, don't expect to come through without some slight inconvenience or frustration. A home remodeling project can interrupt your day to day routines, but we do feel we minimize this and are one of the best in the industry in making your experience an enjoyable one!

We have learned from over twenty years in business that some questions arise with regularity. The following information has been compiled to answer some of the questions and help you through the rough spots.

SCHEDULING: Weeks prior to the start of construction, we will advise you of a tentative schedule. Proposed schedules are based on a typical installation. Occasionally, complications arise for our contractors, our suppliers and us that effect scheduling. Should this occur, you will be advised. It is our policy to finish a project before starting another one... our client's like this policy!☺

STARTING DATE: You will be advised of the actual starting date at least a few days in advance, allowing plenty of time to clear out cabinetry, clearing pathways of small breakable items so that workmen can carry tools, materials and cabinets to the work area. Please make room in your garage for the delivery and staging area for your cabinetry. We do take precautions to minimize dust, with runners across carpeted areas and the use of drop clothes, but dust is to be expected. It is advisable for you to cover furnishings with sheets & keep doors closed to rooms not in use. Our workers are instructed to leave the job "Broom Clean" at the end of each workday.

THE WORK DAY: Our normal working hours are Monday through Friday 8:00am to 4:00pm. This does not mean that every morning a workman will show up at 8:00am. He may be picking up materials, fabricating parts in the shop or conferring with your designer over the jobs in progress. There may also be a day or two that no one will be on the job for a variety of reasons - waiting for counter top fabrication, supply difficulties, other job issues, illness, etc. You will be notified should this occur.

HASTE MAKES WASTE: We would like to complete your remodeling project on schedule, but we will take as much time as necessary to insure a quality remodel. Rushing a project can lead to hasty decisions and cause items to be done incorrectly resulting in re-dos. Our crews take pride in each and every project and allow the proper time to complete it correctly to your satisfaction... the first time through.

LOCK BOXES: We will request an extra key that will be put in our lock box. Because of the nature of the work, our men must be able to leave to pick up materials, etc. and of course they

need to lock up and be able to re-enter. The lock box will free you from staying home throughout day and will allow us accessibility needed to get your job completed. It would be less stressful for you if you plan to be away as much as possible from the daily noise and traffic that are part of any remodeling project.

WORK IN PROGRESS: It is easy to become concerned about the progress & appearance of the work as it progresses. However, it is just that: IN PROGRESS. Unless you see a serious error, remember, the job is not yet complete. Should you have a concern, please don't hesitate to contact your job supervisor or our main office. Many times it's just a small item and a quick clarification takes care of it.

FOR YOUR SAFETY AND OURS: Please stay clear of the work area while our workers are present. Interruptions and distractions delay progress, cause unnecessary errors and may contribute to injuries. We realize you may have an interest in "how things go together" and our crews are usually happy to answer questions, but watching over their shoulder makes them *nervous* and leads to mistakes. ☹

DEBRIS/TRASH HAUL: It is our policy to dispose of debris daily. However, a location must be specified if we need to leave it for a day or two. Debris will be covered and removed promptly as possible. Should your job require a dumpster we will need an area in the driveway to park it. Many of the debris companies no longer allow for dumpsters to sit in the street for liability reasons. Make sure to separate or clearly mark any items you wish to save.

PLUMBING: When sinks are hooked up, all fittings are properly tightened. However, due to initial expansion & contraction a fitting might require re-tightening. Please check for leaking for a day or two. If this does occur, wipe out the cabinet, place a pan under the leak and call us immediately. We will send someone out promptly to correct the situation.

INSPECTIONS - IF NEEDED: Some remodels may entail at least two or three inspections. It sometimes takes two or three days to secure an inspection. Since no specific time is set, on the day of the inspection someone must be home to let the building inspector in.

COUNTERTOPS: To insure a good "fit", countertops must be measured and manufactured after the cabinet installation. This could create a time delay of 2 to 4 weeks, depending on type of countertop material. A temporary hook up of plumbing fixtures is available for a minimal cost if you should desire. Most all countertops will have seams somewhere depending of the configuration. While every measure is taken to make seams as inconspicuous as possible, seams in stone products will be visible and, depending on the stone, may contain fissures and pits (non-structural cracks and nature's beauty marks). If you are choosing a natural stone (granite, slate, etc.) be sure you inspect your slab at the slab yard of your choice and ask the associate to point out any imperfections, fissures or other items of concern. EVERY slab has these items to some extent.

WOOD GRAIN: "Nature's Fingerprint" Since nature grows no two trees alike, grain, textures and mineral streaks will vary. These variations in color or grain give natural wood cabinets their distinctive and beautiful characteristics.

DYELOTS: We obtain samples from manufactures for your consideration. As with all materials, dye lots will vary. If you feel a color is not an acceptable representation, we will contact the manufacture.

CERAMIC TILE: Hand made tiles are somewhat irregular in size and shape, which results in irregular grout joints. If that is not the look you wish, there are uniformly size tiles that offer a more formal and consistent look. Grout pigments are natural materials and a degree of color or shading will occur. Please understand that dye-lots and colors change frequently in samples from suppliers in town. Be sure to ask the sales associate wherever you are shopping “how current is this color sample?”

APPLIANCES & PLUMBING FIXTURES: We can assist with appliances and plumbing fixtures as a customer accommodation. If you are securing your appliances or fixtures, we must have model numbers & specifications within a week after contract signing. In some cases, without this information we cannot order your materials. It is your responsibility to make sure that we have all the correct information and that the appliances are on the job site when we begin. If there is a delay in receiving an item, there will be a trip charge for installation & no reduction of the contract price. If an appliance is defective or missing parts, the manufacture will assume responsibility and will send a service technician to resolve the problem. This in no way alters our original payment schedule. We are as careful as possible when moving or reinstalling your existing appliance or fixtures; sometimes they will require service to restore them to original condition. We are not responsible for deteriorated appliance or fixtures.

PETS: Please advise our work crew if you have any pets that we should be aware of. Most pets become nervous when the tools and saws begin to operate and make noise. It is best if your pet(s) can be secured away from the work area or closed off in a room if possible. We are a “pet friendly company” and usually have no problems to speak of. Also let us know if there is a fish aquarium that needs constant power. Most all projects require electrical work and the temporary shutting off of circuit breakers. We do not want to unknowingly shut off power to an aquarium or any other electrical appliance (computer, etc.) that needs continued power.

COMPANY CONTACTS: Your job will have several individuals working on different phases of your remodel. Our crews have a first hand, working knowledge of your job and can usually answer any questions you may have regarding the progress of your project. In the event we are not on your job site on a particular day due to schedule changes (see “The Work Day”), for your convenience, the foreman working on your job has a cell number that will allow you to contact them directly should you have any questions or concerns regarding scheduling, installation or service calls. If you feel your question or concerns has not been answered to your satisfaction, please contact our Installation & Scheduling Support Staff at our *main office* at **(619) 466-5100**.

****PROGRESS PAYMENT:** Your payment schedule is based upon our obligations to our suppliers. Please be prompt with your progress payments to avoid any delays in job progress.

FINAL PAYMENT: In the event that a job is substantially completed but is awaiting minor parts, a prorated final payment will be arranged to cover the balance while waiting for completion.

Thank you for reviewing this material and we look forward to making your remodeling experience an enjoyable one... *the way it should be!*

Matt Barns
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Kitchens *Plus*