



## Preliminary Call

Our first call is designed to learn what your needs are and give you some perspective on how we work. As we get to know each other, we will ask questions to determine if the project is appropriate for our firm and vice versa if we are the right contractor for you.



## On-site Meeting

This one or two hour brainstorming session often brings out broad outlines and small details. In the end, we both have a working idea of your goals, budget and timeline. This meeting usually takes place at your home, during business hours, with all decision-makers present. At this time, we may ask you to authorize a feasibility agreement, where we take to do a preliminary estimate and determine if your wishes and budget are aligned.



## The Design/Remodel Agreement

Our design agreement states that, for a fee (usually 7-12% of the construction budget), we will design your project to meet your budget. It also states that we are your contractor of choice to build or remodel your home. While you will get a lot of value from the design process, we are not an architectural firm and offer our design strictly as a pre-construction service. Once this design/remodel agreement is authorized, we take measurements of your home, assign an architect or designer to your project, and the serious conceptualization and planning begins. We tell you, as accurately as we can, what your project will cost, and propose procedural tips that will help to maximize value.



## Design Process Underway

With our "As Built" and "Design" drawings, we create a detailed visual package. Written specifications, work timelines, payment schedules, and material samples move the venture from the concept to reality. All this is managed within our construction management portal where clients have 24/7 access. Our portal provides a source of communication and organization that streamlines your project.



## Design Review and Feedback

As we walk through the details of the proposal with you, we encourage you to itemize questions and concerns via our portal. As concepts are defined, we provide budgetary feedback, letting you know the impact of decisions you make. We also plan around your lifestyle and schedule needs during construction. Design can take anywhere from a few weeks to several months, depending on the complexity and scope of your project. Expect several meetings with members of our design team during this time.





## Design Approval and Final Selections

The hard work by you and our design team comes together into a well-defined project. Now that decisions regarding materials and products have been finalized, we bring in our trade specialists and other members of the production team, to put firm numbers to the project. We may ask you to authorize a letter of intent and provide financing methods so we can hold your schedule slot and begin ordering any “long-lead” such as the lumber package.



## Construction Agreement

Our estimating team determines exactly what your investment will be, and we draw up a fixed-price agreement. If your design choices are consistent with the finish level we have been working toward, this figure will be in line with the feedback we have given you. Once the Construction Agreement is signed, we will collect an initial payment or have an escrow account in place with funds, review when progress payments are scheduled, and discuss the project completion procedure.



## Scheduling

Through our portal, we will provide a detail schedule showing all trades involved in your project. From excavation to the final cleaning, our detail schedules provide a road map of your project.



## Pre-Construction Conference

Our Design Coordinator, Production Manager, and superintendent meet with you at your home to talk through details as needed. We'll let you know what to expect – work hours, sequence of tasks, particularly disruptive times, and the like. We will choose a location for the portable toilet, key box, job sign, and security alarm, and schedule a regular time for you and our project manager to meet and discuss your project.



## Construction Underway

Our crews and trade contractors are not only reputable, but you'll also find them personable and helpful. Respecting your property and minimizing disruption are constant guidelines, as is regular communication with you. When decisions are needed from you, or unforeseen conditions are encountered, these will be brought up at your weekly meeting with the PM unless immediate action is required. If these situations affect your budget, you will get a potential change order (PCO) detailing the credit or cost.



## Completion

We work hard to finish all aspects of your project before you move back in or begin to use the space. There are circumstances, however, that may require a "completion list" or "Punchlist". We will compile this list together and assign a value to the remaining tasks. Aside from this small "retainage," final payment will be made so you can begin using your remodeled space while we finish the items on the list. When the list is completed, we will collect the final payment.



## Follow-up

Enjoy your newly remodeled space and tell your friends all about your great experience with ETI Construction. An "exit interview" will be scheduled so that you can let us know if we can improve our service in any way. Finally, before a year is up, we will contact you to see if there are any warranty issues that may need our attention.

