

WHAT TO EXPECT WHEN YOU'RE REMODELING



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MEET YOUR TEAM

Ron DeTomaso | Owner/Estimator

✉ ron@adcmn.com ☎ 651-789-3100

With 30 + years of industry experience, Ron is a great resource. Reach out to him if you have questions about:

- Costs
- Changes to your project
- The remodeling process



Myrna Haas | Project Manager

✉ myrna@adcmn.com ☎ 651-396-1187

Myrna will be your main point of contact once your job gets going. Reach out to her if you have questions about:

- Crew/subcontractor scheduling
- Material deliveries
- Concerns related to your project



Farrah DeTomaso | Office Manager

✉ farrah@adcmn.com ☎ 651-789-3100

If you have a question but you're not sure who to ask, ask Farrah; she will point you in the right direction. You can also reach out to her if you have questions about:

- Billing
- Change orders
- Product selections



OUR BILLING PROCESS

of Draws

Depending on the size of your project, payments may be split into multiple draws (invoices), or you may have only one or two. This is outlined in your contract.

Draw #1

2-4 weeks before the start of your project, our office manager will send you an invoice for the agreed upon percentage down.

Remaining Draws

The timing of other draw(s) to be sent out is outlined in your contract and will also be listed on your invoice(s).

Final Draw

If you selected products for your project, we will finalize the credit or overage amount for allowances at the end of your project. This will be applied to a change order and then to your final invoice.

Change Orders

If you add a large amount of work to your project via a change order, we will either spread out the cost over multiple invoices or bill for part of it on one of your draws. This is client and project dependent and will be determined at the time of invoicing.

BEFORE WE DEMO

Remodeling a part of your home can be daunting. For most of us, our home is where we unwind and relax. We aim to mitigate some of the stress, but there is no avoiding that adjustments will most likely need to be made to your way of living. Remember, this is temporary! Once you are able to live in your newly remodeled space, the whole process will be worth it. We look forward to completing your project and will work hard to make sure that it is done right. The following is a list of what you can expect and tips to get you through each step of the remodeling process. Check out the information below to prepare yourself for what's to come during your remodel!

- **2-3 weeks after you sign on with us**, our office manager will send you a product list if you have product selections to make.
- **Approx. 1 month ahead of the start of your project**, our project manager will reach out to you to set up a preliminary walkthrough. Note: not every project will require a walkthrough prior to start day, however you are welcome to request one if you have any questions for our project manager.
- **1-2 weeks before the start of your project**, our project manager will reach out to you with a tentative start date for your project. She will coordinate with you to set up a firm date to begin demo. At this time, you should start preparing your space by removing any personal belongings and/or valuables from the renovation space.

- If you have a larger project, we may need to deliver products to your home as we don't have space to store large items. Our project manager will connect with you if this is the case. If you don't have space in your home or garage to store items before they are needed, please let us know.
- If needed, we work with a local organization company that can assist in packing your items up before the start of your project. If this is something that you might be interested in, please let us know so that we can coordinate a time.

Dust

- Remodeling is dusty! We do our best to protect your floors and home from dust and other mess, but some dust is inevitable despite our best efforts to contain it. We recommend covering or packing up any precious items in adjacent rooms that you don't want to get dusty.
 - We offer a cleaning service at the end of your remodel, if needed. We will make sure to leave your home as we found it!

Noise

- Remodeling can be noisy! Our crew will be hammering, using power tools, etc. Unfortunately, there isn't much we can do to mitigate the noise other than make sure you are prepared ahead of time so you can make any necessary arrangements.

Dumpsters

- For larger projects, a dumpster will be required. The dumpster is typically dropped off the morning of demo day. Our project manager will talk with you to determine the best day/time and placement for the dumpster (driveway or street).
 - When a project isn't big enough to require a dumpster, or there is no space to put one, we will use a Bagster.

Getting In and Out

- We understand that you have a busy life, and we don't expect you to be home every day while we are working. Sometimes, a lockbox or garage code makes it easiest for us to come and go without bothering you. Our project manager will discuss this with you before the start date to find out what works best for you.
 - Our crews typically work between the hours of 7:00am-6:00pm. Our project manager will always give you a heads up when a subcontractor is planning to come.

DEMO DAY

- On the first day of your project, you should expect our project manager and crew to arrive between 7:30am-9:30am. Our project manager will coordinate this with you beforehand. She will walk through the project with you and our crew to make sure everyone is on the same page before the project begins.
- Our crew will prepare your home for demo by protecting floors and hanging plastic to control dust. If you have any other protection needs outside of this, you can let us know at this time.
- If you have fur babies, please make sure they are in a safe location. Crews will be coming in and out of your home and we are not responsible for the whereabouts of your pets.
- Depending on your project, there may be intermittent water/electricity shut offs. This will be communicated to you ahead of time, so you can be prepared.
- Demo is typically the nosiest day of a remodel, please make arrangements as necessary.
- If you are okay with it, we would love to put a yard sign out front during the duration of your project. Our project manager will check with you!

DURING YOUR REMODEL

- As the excitement of demo day starts to wear off and you are officially in the thick of your remodel, you may start to ask yourself why you ever thought this was a good idea. This is normal! Trust the process.
- If you have a larger project, different subcontractors will be needed. You can expect to see tradesmen, carpenters, our project manager, our estimator, and inspectors in and out of your home. We know that it can be overwhelming having a bunch of strangers in your home, but they will all be there to help move your project along and to get it closer to the finish line.
 - Inspections are project dependent. Our project manager will communicate inspection dates/times.

Problem Solving

- There is no way around it - at some point, there will be unexpected changes. Whether it's one of your products arriving damaged, faulty wiring, or plumbing not being up to code. When we run into surprises, you will be the first to know and we will work with you to determine the best plan of action.
 - We ask that you trust us and have patience. There is no problem that can't be dealt with.

Decision Making

- We try to answer as many questions and make as many decisions as possible before your remodel begins, however, some things can't be decided ahead of time, and/or you might change your mind about something as your project evolves. Be prepared to make decisions throughout the duration of your project.
 - Change orders track any changes associated with your project not already included in your proposal. Change orders will communicate any cost changes, and will be signed off by you.

Finally, patience!

- Your project is probably going to take longer than you expect. There are delays in almost every project that we do. Unfortunately, this is just the reality of our industry. We do our best to curb any delays, but we understand how frustrating they can be nonetheless. We always aim to get your project done on time and our project manager will keep you updated with a project completion date. Keep in mind that your project is temporary. Before long, you will start to see your space coming back together and better than ever!

THE END

- By the end of your renovation, it is likely that you will be sick of us. It's okay! We don't take it personally. We trust that once you are able to use your newly renovated space, you will start to like us again.
- During the lead up to the end, our project manager will do a walkthrough with you to create a punch list of any remaining items that need to be addressed.
 - Once the punch list has been taken care of and any final inspections have passed, you will get your final invoice.
- After we complete your project, our owner/estimator will stop out to do a final walkthrough with you to make sure the project was completed to your satisfaction. At this time he will grab the yard sign, and snap some after photos of your new space (with your consent).
- If you have any issues with our work/products, we have a 2-year labor warranty along with any warranties associated with your products. We will be happy to take a look at any concerns and get our crew out there to fix the issue, if needed.



LET'S STAY CONNECTED!



Thank you!

Follow us on Facebook and Instagram for a chance to see us post before and after photos of your project. Plus, the occasional picture of our office dogs, Bruce and Billie!



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