



Remodeling Expectations

Welcome!

We are pleased to be working with you on your project. Our years of experience have taught us that communication is vital for a project to run smoothly.

We pride ourselves on having direct, honest communication with our clients. We strive to minimize any unwelcome surprises. This information will be your guide as we work together.

We want you to know what to expect during each phase of your project. Expect to be informed...and please call if you feel you are not informed enough.

Please take a few minutes to review this booklet. And feel free to ask us for clarification if required.

Thanks!

The Clean N Brite Team!

Our team is with you every step of the way from the first appointment and for years to come. Your renovation will be crafted and built with exceptional quality.

What to Expect

Step 1: Site Visit (Estimate)

This is where the Project Planning Begins; Craig will meet with you to go over the scope of your project. If you have any photos of how you would like the finished project to look, or materials already selected, please provide them now.

The information you provide will be taken back to the office and we will compile a preliminary quote that will be emailed to you. The planning of your design and layout is rarely a one step process so do not expect to get it exactly the way you want it all in one shot. It is an evolving process which changes as you refine it. When you are ready, you will be provided with information and worksheets to make any material selections.

The materials you select will have a significant impact on the cost of your project and where you have the most probability of going over budget. Depending on your exact project you may have to choose selections on tile, granite, paint colors, new lighting, plumbing fixtures, cabinet design, specific locations, window style, doors, appliances and many other items. Please note: **Cost of materials are subject to change based on market prices at the time of your projects purchase.** In some cases, we may provide a quote for labor only until you have made your project selections.

Step 2: You decide to Proceed with the Project

Once you elect to proceed, we need it in writing before we do the work. Verbal discussions and agreements do not commit Clean 'N Brite to any activities. We ask that you submit a signed quote and an initial down payment of \$1,000 so we can proceed with the permitting process.

CNB will organize all information needed to obtain a building permit and put in the request with the appropriate county. Permits can take up to two weeks to be issued. Once the permit is issued a project start date will be confirmed. Once your final selections are made, we will collect an additional down-payment of 50% of the project.

**** If your county requires additional work to bring your home up to the current code, in order to pass an inspection, there will be an additional charge if we complete this work. Examples are Smoke Detectors, GFCI outlets, outdated plumbing, tempered windows, etc.**

Step 3: Pre-Construction preparations

Once the 50% down payment is received, all material will be confirmed and ordered to prevent delays. We make sure everything is ordered and, in our warehouse, before we open your space. This means less time your home is under construction and a more efficient construction process for CNB. If you do not provide the selections at this time, there may be delays.

We will need you to get ready for demo. Make sure you have cleaned out the rooms that will be under construction. Clean out cabinets, remove breakable items and make sure you leave a clear path for crews to come and go. **Please move important items away from the project site to prevent damage.** If we are doing exterior work, please remove pictures and other wall hangings from those walls. Vibration from working on exterior walls may result in those items falling off the wall and being damaged. **It is the homeowner's responsibility to remove pictures and other wall hangings before work begins. Please do not re-**

hang pictures before work is completed. If we are doing work on the interior of the home, please remove personal valuables (jewelry, money, family heirlooms, etc) as far as possible from the construction site to prevent damage.

Moving Furniture

If we move furniture and appliances included in your job details and specifications, we do not accept responsibility for any possible damage.

If you are doing a kitchen remodel and decide you want to continue living in the house during the project, we suggest setting up a wet bar or area in your home to serve as a temporary area you can use to make coffee, keep drinks, snacks and use your **microwave**.

Step 4: Project Begins

Your contacts will be:

Wendy, Project Coordinator-706-691-8317

Kay, Project Specialist-706-863-2427

Craig Sowinski 706-830-3496

CNB will coordinate all employees or trades to be used on your project. We will also contact and meet with all Building Officials (inspectors) for each required inspection and quality control. Please try not to hold up the process. Keep a lock box on your door containing a house key that our crews can use to enter your home. This will allow them to work without interrupting your day. Try not to put time constraints on when crews can arrive and how late they can stay. If you do have specific hours, days, religious holidays or other situations that require our crews to take a break, please alert our office as soon as possible.

During the building process all employees and trades are required to maintain a clean job site for safety and respect to the homeowner living conditions.

Please let us know if you have any questions or issues. We promise to take care of non-emergencies promptly, during business hours. We do ask that you contact our personal numbers after hours or weekends for **Emergencies** only.

What Cleanliness means to Clean 'N Brite

We commit to the following:

We will broom sweep and straighten up the project area daily. We typically cover the floors with protective coverings in areas of high construction traffic. We will hang plastic to segregate living areas from project areas as required. We can add a full house clean to your quote for an additional price.

Facts about Construction Projects:

- I. **Dust.** No matter how much planning and preparation is done, a fine layer of dust can gather in parts of your home far from construction. There are a few ways to control it. If you can, close off the construction area from the rest of your house. Heat or Cool the house without your HVAC System if possible, or completely block the warm-air and cold-air returns in the construction area. If you do not, you will just be pulling dust from that section of the house into the part where you are living. Consult an HVAC Company before blocking ducts to make sure your system will still work effectively. At the very least, we recommend you provide pleated filters to

be changed out regularly during the construction process. These will need to be changed by you, the homeowner, unless otherwise agreed upon.

- II. Noise.** It will be incessant. Whining saws, scratching Sheetrock sanders and thumping nail guns followed by bellowing compressors: in short, little peace or quiet. Find another place to nap and do not count on working from home unless your home office is far away from the construction zone. If you are sure it could not possibly be that bad, visit someone else's home under construction and you will see.
- III. The unexpected Delays.** Faulty existing construction that is discovered that needs to be brought to code that could not be seen or known until after walls or floors are opened, rotted wood and more unexpected surprises could arise. Count on finding something no one could have anticipated in your budget and your time frame, and you will be well prepared if it happens. You will likely be working from a schedule that assumes the world is a perfect place. It is not and knowing that will allow you to be resilient when your schedule shifts a bit. Weather is a big factor in many projects. Rain, snow, or sometimes family emergencies can create unavoidable delays in a project. Between phases, such as plumbing and electrical, it is reasonable to have short delays as we are attempting to schedule trade partners who work for many contractors. Our goal is to be actively working on every project every day, but this is not always possible since some of our trade partners have their own work in addition to ours. Please know that even if you do not see us working at your home, we are working on your project internally in the office through scheduling, material ordering or material handling.
- IV. Decisions.** Where should that outlet be? How high do you want the showerhead? Where do you want the cabinet hardware mounted? Oil-rubbed bronze or chrome or brushed nickel or satin nickel? Is your head spinning yet? Count on hundreds of questions that you will need to answer as your project proceeds.

Step 5: Change orders.

Stick to your budget and plan. Changing the scope causes delays and an additional expense. No matter how much effort is put on the design features and details, as your project takes shape you may see things differently. As your Project progresses you may wish to change some features of your project, we understand. Please feel free to approach us at any time regarding changes. It is important to document any changes or additional work that is not specified in the contract, so we are all "on the same page." To keep things under control, we use what is called a change order. The change order defines the change and any adjustments in the cost of the project. It is then presented to you for review and final approval. The purpose of the change order is to keep track of changes from the original contract and to enable the homeowner to be fully aware of any cost adjustments to your project. Not all change orders cost you money. Some result in credits and some are a net zero-dollar amount. If you submit a change order before something is built, or fixtures are ordered it is much cheaper than changing it after the fact since that may involve demolishing and/or restocking/return charges. **If there is a change order, there is a 25% fee or \$150, whichever is greater, added to the change order and a deposit of 50% will be due before any work can begin.** Change orders will also change the completion date of your project.

Step 6: The punch list:

Once construction is almost over; you will notice some things. There may be a smudge on the wall, grass outside that was damaged or other items. Mark the items where applicable with blue painters tape. Also make a list and provide it to our office. Be prepared that months after the initial punch list you may look up and notice a spot in the paint. Do not panic, just call us. We will be happy to take care of items you find after we have finished the job. It is inevitable that we

may have to make several visits back to the house to finish the items. Expect one or two punch-list items that will take longer to resolve than anything else. It may be a light fixture that arrives broken or the very last two pieces of tile. The important thing is to get the final details right, even if they take a little longer.

When the punch list is finished, the production phase is considered complete. We have a project completion form that is signed by the Project Manager and the homeowner to verify this step. This formalizes the final payment process, which is then due. Anything that arises after the final punch list is compiled is considered a warranty issue and is cared for through the warranty process.

Payments are due when stated in the payment schedule.

Please plan for payments. We attempt to give a few days' notice before a payment is due. However, it is the clients' responsibility to know when it is due and to prepare to make that payment. The best procedure for submitting payment is giving a check to your Project Manager or paying by debit card (no charge) or credit card (3% fee) over the phone.

Insurance Claims: If payment is made directly to the Owner/Agent by the insurance company, it shall be endorsed over to Clean 'N Brite within three working days. Any and all charges for services not reimbursed by an insurance company are the sole responsibility of the Owner/Agent and are to be paid upon completion of the work.

Other Costs: As Owner/Agent of the property, it is understood that you have authorized the work and accept responsibility to Clean 'N Brite for services rendered. It is fully understood and agreed that the Owner/Agent is personally responsible for any and all costs, charges, deductible or depreciation not covered by insurance.

Our Collection Process

You agree to pay all costs of collection, including without limitation all attorney's fees, filing fees, and court costs. Such unpaid additional costs shall be subject to interest at 1.5% per month (or the highest rate of applicable legal interest, whichever is less) until paid.

Side Arrangements

We ask that you not engage in any side arrangement or separate Contracts with any of Clean 'N Brite Home Improvement's employees, vendors, or subcontractors performing work on this job, for additional work on this or any other job for a period of at least one year following the completion of this job, except as provided by agreement with Clean 'N Brite Home Improvement.

Any such agreement must be approved by Clean 'N Brite Home Improvements prior to such agreement or Contract in writing. If a separate agreement is made between the Homeowner(s) and others, the Homeowner(s) may not hold Clean 'N Brite Home Improvements responsible for any injury or the quality of workmanship and materials utilized by these persons, or their time schedule or job cleanliness.

Release of Responsibility Form

We want you as the homeowner to have what you want. However, sometimes what the client wants is contrary to what we advise. In the event this kind of situation should arise, we have a release form we request you to sign.

Salvageable materials

Salvageable materials are the property of the homeowner, but Clean 'N Brite assumes that all

salvaged materials are to be disposed of unless we have been informed otherwise prior to the start of the project.

Leftover materials

Leftover materials belong to Clean 'N Brite. Sometimes we order surplus materials to make sure we have enough for the completion of the project. In that case we return those surplus materials for credit.

Things that fall apart when we take them apart!

Sometimes we plan to reuse old items, but when we remove them, they fall apart. For example, here are some items that frequently fall apart: light fixtures (perhaps we get it apart, and the wiring is too old to use again), plumbing fixtures, trim (the wood gets brittle when old), doors and windows. This list is not exclusive of other items, of course. In the event this kind of thing should happen, Clean 'N Brite is not responsible for replacing an item that was intended to be reused.

What are warranty items?

Warranty items are those things that come up after the final walk-through or within the warranty period outlined. Warranty items do not delay final payment and are resolved in a separate appointment based on Clean 'N Brite's schedule. **We promise to come back!** We want more jobs from you in the future and we want you to speak highly of us! Warranty items do not include normal maintenance items such as caulking or settling and shrinking of millwork due to seasonal changes and your home's moisture content. These items need to be maintained by the client periodically as normal course of home ownership.

Paint and Stain Selections

Paint applied on the wall can look very different from the paint tape. We recommend that you buy sample paint of the desired color and put it on the wall. Once you have decided on your final choice you can let us know.

We do guarantee to make every effort to make matches as close as possible utilizing standard suppliers and local stock

Post Construction

Walk through your project and make a list of necessary adjustments, known as a punch list. If you are unsure about something, ask us if it is normal. It is best that this is brought up during the final stages of the project not after it is complete.

After we have completed your project, we schedule a meeting to review the process and project. We truly want to know our clients' opinion, what works and how we can improve. **We will collect the final payment** at this meeting.

Warranty

CNB warrants all labor in its contract work with homeowner to be free from defects in workmanship for a period of one year. The warranty begins on the date of job completion. The warranty period will not extend past the 1year period.

The warranty is strictly limited to contract work performed by CNB or its subcontractors expressly for the owner. In addition, this warranty shall not apply to any appliances or fixtures installed by CNB, although Company shall assign and transfer any applicable manufactures' warranties to owner upon request. To enforce the rights under this warranty, the owner should notify Company in writing preferably email in detail of the specific item or items which are believed to be covered by this warranty. Company shall respond to such warranty requests within three business days of receipt of the same. Any emergency requests will be given immediate attention. If Company finds its reasonable judgement that the item or

items requiring attention are covered by this warranty, it will promptly proceed such repairs or replace defective materials or workmanship, at its sole cost and expense, except to the extent it finds that such repairs have been made necessary by the negligence or intentional misconduct of the owner, or any party or parties associated with the owner.

This warranty shall be **void** and shall not apply to any materials which were originally installed by the Company, but which were subsequently **repaired, adjusted, or modified by an individual or entity other than Company or its authorized representatives.**

Neither the sales personnel of CNB nor any other person authorized to make any warranties other than those described above to extend the duration of any warranties beyond the time period described above.

Any portion of the contract that can be deemed unenforceable can be severed from the total agreement.

***Thank you for taking the time to read this.
We look forward to working with you!***

Please sign to acknowledge receipt.

Customer Signature