

## 'in the trenches . . . LIVING IN YOUR HOME DURING THE REMODEL

Comments and Questions:

Our first and foremost activity in the home is to make sure we are in a constant state of safety. Cleaning each day, things securely in place. Note, that this is a 'project in process' so if there is a space of question, go in caution first. And always wear shoes and keep a look out.



### *Is moving out an option?*

Less noise and disruption. Less dust and mess. Can shorten the project's timeline. Care for animals is easier. Don't have to make a temporary kitchen or bathroom. Creates an adventure.

### *Living in the home during the remodel?*

You can monitor the project's progress. Could be less expensive. Power, heat and plumbing may be periodically turned off which could effect living or working in the home.

### *Getting ready for the remodel takes time and energy -*

Clean and purge. Donate or throw. Store. Label the boxes. Label anything you want to reuse instead of throwing an item in the dumpster during demo. Prepare a temp kitchen or bath. Plan on eating out.

### *How do the Vendors know what to install and how to install it?*



Your 'green check' approval in [www.BuilderTrend.com](http://www.BuilderTrend.com) informs the vendors exactly what to do and when to show up. That is the only location where the information is communicated. *Your approval means you read it and understood it to be accurate.* That description, drawing, photo, install method, dimension, color, texture will be what is only installed. If you have any questions or revisions, we will correct it before you sign it. Do not sign it, if you don't agree.

### *How do I have confidence that result will look like what I first thought?*

Working with our Titus team and our Interior Designer we communicate and coordinate all the parts and pieces to educate on the look, the style, the price, all before the project starts. Because all the selections are completed and approved in BT, there shouldn't be any surprises. You get to sit back and watch the space come to life. You can also watch your project unfold while you are on vacation; as we will be placing progress photos on BT.

### *What if I see something that looks wrong?*

First check what is approved in [www.BuilderTrend.com](http://www.BuilderTrend.com). Does it accurately represent the specification? Is the item that looks wrong, still in motion (not quite finished yet)? Please feel free to ask your Job Supervisor about that specific area. It may take many steps, days and/or vendors to complete. If it does differ than what you approved in BuilderTrend, we will correct as soon as possible.

### *What if I am supplying an item or I am outsourcing a product (from a showroom) outside Titus?*

Any client supplied item, whether it's purchased by the client or another showroom by the client will be noted and approved in BT with a full description and approved by the Client. These items will also need to adhere to the BT calendar. This is extremely imperative, so the calendar of events can run smoothly and on time. If Titus is not supplying or installing the item(s) they are unable to warranty it and are not responsible. If the outsourced showroom installs the item and damages another Vendor's product, that outside showroom is responsible for the remedy on a timely basis. If Titus is installing a client or showroom supplied item, we are only warranting the install, not the actual material as we did not supply it. To best cover the client, the calendar and the product it is ideal that Titus supplies and installs all items. But it's purely on a client by client basis.

### *What if I want to change something, I already approved in BuilderTrend (BT)?*



We are partners in creating your final desire for your space. Ask your Job Supervisor if and how the change affects the price and the timeline. If you both agree, they will connect with the Titus office and create a *BT change order* where it will be described in greater detail with a price. You will have 48 hours to approve the change order. The work can not be started without a BT approval.

### *What if the BuilderTrend calendar says someone should be here and they are not?*

Know first that our experience and expertise in remodeling is to build a timeline that is efficient at the same time allows the vendors time to execute accurately and not be rushed. We will do our best to proactively inform you if the schedule changes. There may be an emergency, sickness, or traffic jam. Please feel free to contact your Job Supervisor with any question. We will do our best to catch up on the schedule.

When it comes to remodeling, it is considered an intimate relationship. We ask funny questions; we are in your home almost every day. We touch and move your things. We are now family ☺ Most of all, we are partners. Ask any questions, contact us for job well done, provide friendly, constructive feedback so we can help the next family. We are working together to achieve greatness!