

WELCOME TO EXCEPTIONAL REMODEL BY DESIGN BUILD DWELLINGS, INC.

WELCOME

Thank you for your interest in exploring your remodel project with us. At **DESIGN BUILD DWELLINGS**, we have taken over 25 years to understand all aspects of residential remodeling, and innovated the methods needed to ensure exceptional value. We are not just saying this to get your business, but sharing with you the essential differences between how we do business and the way most other remodeling firms do business. We call this methodology **DESIGN BUILD DWELLINGS Total Quality System™ (DBDTQS™)**. Our way of doing business is fundamentally different than the common model of residential remodeling, which we call the *Bidding Process*.

Now, why should you care? If you do not educate yourself on the differences in residential remodeling, you end up with much less than you could have had, costing you time, money, energy, peace of mind, design quality, build quality, a horrible experience, and an overall project that will leave you very disappointed.

And because most homeowners' experience such poor remodel projects, people consider all the problems associated with remodeling as normal and put up with so much nonsense because they just don't know any better. Without educating yourself, you will not even know how much better a remodel project you could have had nor the numerous problems you could have avoided. Read on to educate yourself.

As you come to understand all of the problems that can and do go wrong with most remodeling, you may think we are exaggerating. Actually, the typical remodeling firm has 50% of the problems we outline below. The best firms out there create 25% or more of the problems we illuminate. Even then, do you really want to experience 1 out of every 4 problems that you will read about below?

Before we get into the particulars of what constitutes an exceptional remodel project, it is crucial to understand one of the fundamental differences of our way of business – collaboration. Collaboration between the homeowner (s) and the design/ build firm is critical and necessary for exceptional value! At **DESIGN BUILD DWELLINGS**, we work with you closely throughout the entire remodel process, requiring necessary feedback and vital research from you. Yes, you will initially invest more time with us. However the payoff is a significantly superior remodel project you will rave about!

Now, let's look at an overview of the fundamental difference between our way of doing business, **DBDTQS™**, and the *Bidding Process*. We have uncovered five areas of the entire remodeling project that exist, which are essential to support an exceptional remodel project. They are **DESIGN QUALITY**, **BUILD QUALITY**, **REMODEL EXPERIENCE**, **ACCOUNTABILITIES** and **FINANCE SUPPORT**.

DESIGN QUALITY

Design Quality includes the following areas of concern: *Education, Design Process, Design Involvement, Design Price, Code Requirements and Construction Safety, Design Portfolio, and Design Intention*.

With normal design quality that the *Bidding Process* offers, you often end up: wasting time and money; cookie-cutter designs that do not reflect your personality and lifestyle; designs that are just plain bad; bad ethical decisions that could cost property or life in a disaster; and lesser resale value.

With **EXCEPTIONAL DESIGN QUALITY** that **DBDTQS™** offers, you acquire: savings of time and money; exceptional unique designs that truly reflect your lifestyle and personality; designs that you love which amaze others; ethical

decisions made that could save your property or life in a disaster; and a greater resale value if the need to sell should arise.

BUILD QUALITY

Build Quality includes the following areas of concern: *Project Costs, Completion Date, Construction Quality, Building Efficiency, Budget and Pricing Integrity, Pricing Calculation, Referrals, Line Item Pricing, Selected item Representation, and Definition of Quality.*

With normal build quality that the *Bidding Process* offers, you often end up with: out of control budgets, fluctuations and skyrocketing prices; many time overruns and inaccurate construction schedules you can NOT rely on; lack of follow through; lack of quality and cheap construction materials; unfair pricing based on the size of your wallet; padding in the budget with contingencies to make up for a lack of planning and research; worry about what design element items will look like; and various unmet expectations of quality.

With **EXCEPTIONAL BUILD QUALITY** that **DBDTS™** offers, you acquire: guaranteed costs in writing with no surprises; guaranteed on-time completion dates with an outlined construction schedule you may rely on for planning; follow through; great quality and appropriate construction materials; fair pricing based on internal ethical standards; line item pricing without unnecessary contingencies so you know exactly what you are paying for with the ability to mix and match items to maximize design choice and value; selected item representation so you have confidence and peace of mind knowing what design element items will look like before they are in your home; and ensuring your project expectations of quality are defined on paper.

REMODEL EXPERIENCE

This is the biggest area firms do not pay attention to. You will be experiencing 3-6 months or more of the remodeling, which could be heaven or hell. Pay attention to what follows, because you will be the only one paying attention! The **Remodel Experience** includes the following areas of concern: *Education, Schedule Process and Order of Work, Communication, Construction Efficiency, Security, Worker Quality, Risk Management, Onsite Assistance, Project Completion Assistance, and Overall Experience.*

With a normal remodel experience that the *Bidding Process* offers, you often end up with: lack of education and preparation for your remodel project; never-ending construction delays; constant disruptions; hard to reach people and untimely responses; long design and construction times with inevitable delays; lack of guaranteed security and obnoxious workers' behavior with shoddy quality of work; possible damage, theft and liens on your property; abandonment and lack of help once the project is done; and the overall experience is bad to horrible.

With **EXCEPTIONAL REMODEL EXPERIENCE** that **DBDTS™** offers, you acquire: excellent education and preparation for your remodel project; follow through on our construction timeline; minimization of disruptions; one point of contact so it is easy to reach DBD with timely responses; shorter design and construction times without delays; a **Pledge of Respect™** that all workers sign which guarantees greater security and a high quality of workers' behavior and quality of work; damage is covered, theft is minimized and liens are eliminated; DBD Project Completion Packet™ that ensures you get help well after the project is completed; and the overall experience is often euphoric!

ACCOUNTABILITIES

It is important to get everything in writing. If it is not in writing, do not expect it. Design firms, build firms and workers are notorious for not following through. How can they get away with this? Because they are not accountable to something in writing – get it in writing! **Accountabilities** include the following areas of concern: *Agreements, Accountability, and Expectations.*

With normal accountabilities that the *Bidding Process* offers, you often end up with: vague contracts, poorly defined scope of work and incomplete plans and specifications; lack of responsibility; and unmet expectations and high dissatisfaction.

With **EXCEPTIONAL ACCOUNTABILITIES** that **DBDTQS™** offers, you acquire: clear contracts, defined scope of work and complete plans and specifications; responsibility is clearly defined for homeowner and DBD, all in writing; and expectations met and often exceeded with high satisfaction.

FINANCE SUPPORT

Finance Support includes the following areas of concern: *Banking Process, Knowing Your Buying Power, and Finance Timing.*

With normal finance support that the *Bidding Process* offers, you often end up with: banks do not respect timeline for inspections causing delays in start times and extending completion times; unknown buying power, which creates wasted time and money in design and construction; uneducated appraisals based on new construction costs; and financing that takes too long with a hard transition from design phase to construction phase.

With **EXCEPTIONAL FINANCE SUPPORT** that **DBDTQS™** offers, you acquire: banks respect timeline for inspections so start times and completions dates honored; know how far your remodeling dollar will go to save time and money; project approval and appraisal reflects the uniqueness of the remodel and confers added value and status; and financing takes a much shorter time and a smooth transition takes place from the design phase to construction phase.

NEXT STEPS

You now know some of what it takes for a successful remodel project, and the unique kind of company it takes to manage and deliver your dream remodel project. At **DBD**, our collaboration with you continues with more education, and one-on-one meetings to assist you on your next step. What is your next step? Call us to set up a complimentary *Initial Meeting* with our owner, Lennie Higgins.

AT THE INITIAL MEETING, *DESIGN BUILD DWELLINGS* OFFERS YOU:

1. Walk through your house and present ideas of the possibilities for your space.
2. We educate you on how to avoid these problems, and ensure total satisfaction:
 - Remodel firms mess up projects in 5 big ways, costing you time and money. Worse, you end up with much less design and construction quality than what you could have had.
3. Change is difficult. We create comfort with the idea of changing your space with our unique approach to an exceptional remodel project.
4. Establish what quality is possible within your budget.
5. Presents the roadmap to a successful remodel project – you will know what you need to do by when.
6. Teaching you how business should be done for exceptional design and build value.
7. Receive a complimentary *How To Protect Your Remodeling Investment Guide*