

## **What to Expect from Corolla Construction, Inc.**

**Dust** - Just about everything that we do will generate dust. Every effort will be made to contain the dust. 100% containment is impossible. Dust can get just about everywhere. We recommend you change your furnace filter often. We will cover anything and everything that you direct us to. Please let us know about any family heirlooms, or prized possessions with which we need to be "extra" careful. Extra measure may be taken for clients that have health issues which include encapsulation barriers and negative air machines that scrub the dust from the air. These rental pieces of equipment are available to those who have serious issues with dust (this may result in an additional charge).

**Hours of Work** - Typically 8:00 A.M. to 4:30P.M. Monday through Friday, unless other arrangement are made. The presence of a lead carpenter is dictated by the schedule, material availability and workload on your job. For certain exterior projects we may choose to work 10 or 12 hour days at critical junctures to finish roofing, windows, doors and certain projects when it makes sense to work longer to complete specific tasks.

- What is the morning like in your household?
- If we show up early may we come in?
- What time do you leave for work?
- What time do your kids go to school?
- Are there any weekly, monthly or periodic activities that we need to know about?
- How shall we handle the work schedule on holidays, weekends, vacations or special occasions?

This way we know that, if we show up a little early, we might be able to catch you before work or stay a few minutes late to discuss an issue.

**Access** - We prefer to keep a key in a lock box on an accessible door. This way the key does not leave the job, and if the lead carpenter happens to be away from the job, another Corolla representative can meet subcontractors etc. This is usually the door through which everyone will enter and exit. Please let us know if you have an alarm system. You may assign us a temporary code or have the alarm off. May we have a key and use a lock box, or would you prefer another method of entry?

**Lunch** - 1/2 hour lunch between 11:30 & 1:00 it may not be the same time every day depending upon start, work load, supplies and the task at hand- most of our workers will go out of the home for their lunch break. They are allowed to eat in their vehicles. In extreme weather they may choose to eat indoors where the construction project is taking place. If eating inside is a problem please let us know.

**Breaks** - About 10 minutes in the morning and 10 minutes in the afternoon.

**Restroom** - A restroom should be designated to be available to the workers or, if preferred, a portable toilet will be set up at a suitable location established between Corolla Construction, Inc. Design Remodel and the homeowner (this may result in an additional charge).

**Clean up** - It is our intention to leave your job in a "broom clean" and debris free condition at the end of each day.

**Schedules** - At project commencement you will be provided with a schedule which will track the progress of your job from start to finish. A copy of this schedule will be placed in the job site notebook for your reference.

**Sub-contractors** - These people are an important part of your job. They, like material, need to be scheduled well in advance. And, like material, they can be late. Since sub-contractors are not employees, we are not able to exercise as much control as we would like. Most of our subs are the best tradesman in the business.

**Delays** - Expect a few delays. They come from many sources, all unexpected. Some are due to suppliers (the model you want is out of stock, or the truckers are on strike.) Other delays occur if, once walls are opened, a situation is exposed that causes plans to be redrawn, or something else torn out. Subcontractors provide another source of delay and the domino effect pops up (a delay on a previous job makes them late on yours.) We do everything we can to keep delays to a minimum. Rain delays will also slow or stop certain types of work adding additional work days to the schedule making the finish date longer than planned.

**Payments of Invoices** - Invoices will be hand delivered or mailed and payment is due upon receipt. You may mail in the payment, drop it by the office, or feel free to give it to the lead carpenter. Prompt payment is expected and appreciated as well as necessary to avoid any disruption in work.

**Children** - A construction site could pose various dangers to children. We ask that children not be allowed on the construction site, especially during work hours. If it is necessary for children to be either in or around work areas at any time, we ask that they be closely supervised.

**Pets** - Remodeling can be a trying experience on your pet. Many new faces will be coming and going. We will try to accommodate your pet as best as possible. Please inform us what to do if your pet "gets out" and any gates/doors that need to be kept closed. Pets may also be subject to danger and should be contained around power tools, debris, ladders, materials supplies and open paint or chemicals.

**Parking** - A designated area for Corolla employees to park should accommodate both the homeowner and Corolla Construction, Inc. We would like you to let us know any specific concerns regarding your neighbors.

**Preparing For Your Job** - We will gladly move the larger items, i.e.: refrigerator, stove, etc. We ask that you clean out all cabinets and pack up small items affected by the work, i.e.: wall hangings, knick-knacks, etc. Let us know where we can move the larger items and we will let you know which walls may be affected that you may not have considered.

**Trash Disposal** - We will either set a dumpster or establish a trash pile for regular pick-up by our own dump truck. A suitable location for trash (a dumpster) should be established.

**Landscaping** - During the normal course of construction, damage to the driveway, curbs, sidewalks, patios, adjoining plantings and sod may be beyond the control of the contractor. The contractor is not responsible for this damage, but will make every effort to avoid or minimize such damage.

**Communication** - On most jobs we will have a "project manager" that will run the day to day aspect of your job. Jobs run smoothest when all communications are funneled through them, including conversations regarding a subcontractor. Subcontractors take instructions best from the project manager, and it keeps information in the proper channel. The written word will have preference over the spoken word. To ensure your satisfaction, please put all changes and variations in writing. A job notebook will be provided and placed in a location mutually convenient to you and the lead carpenter. This notebook is an important tool for communicating with your project manager - as it provides written documentation to discussion and decisions. Please contact Joe Gardonis or the designated project coordinator who are always available to discuss any part of your job. Face to face communication is best. Long phone message are hard to interpret. Please try to reach us between 8:00 AM and 5:00 PM Monday through Friday with any concerns you may have. If you have a true emergency please contact us anytime.

**Material Storage** - An area, usually one side of the garage, should be selected to store salvaged and newly materials delivered.

**Conduct** - All workers on your job have been asked to keep their shirts on at all times; not to smoke inside; to properly dispose of their cigarettes in a designated can outside; to play their radios at a low volume; and to clean up after themselves. Please advise the project coordinator, lead carpenter or Joe Gardonis if any of these rules are not followed.

**Change Orders** - Change orders will be priced and presented for approval prior to commencement of additional work. Any deviation from the contract should be addressed immediately to avoid any misunderstandings and to help hold down cost. Please be advised that any change may interrupt the rhythm of the work and will result in a delay. Payment is due upon acceptance of change order.  
**Code Requirements** - If code requires work that was not specified, i.e.: electrical, plumbing, etc., this work will be completed by means of a change order.

**Moonlighting** - is not allowed by our employees or subcontractors for our customers. Unauthorized work for our customers could result in an employee's or subcontractor termination.

**Yard Signs** - We would like your permission to set one of our signs in your yard. The majority of our business comes from "word - of - mouth" advertising. This sign not only helps our company generate business, but it also gives your neighbors our phone number in case they have any problems or concerns regarding our activity in the neighborhood. The sign also serves as a marker for material deliveries and subcontractors.

**Progress Meetings** - At a point near the middle of the project, usually right before drywall starts, and at any other time you request, we would like to set up another meeting to review this checklist, the job schedule, and any other items of interest or concern. The General Manger or Project Manager will be present for this meeting.

**Pictures** - It is our intention to take pictures of each project prior to the start of the job and at its conclusion. If this practice is acceptable with you, we will take our "Before" pictures as soon as possible. Upon completion of the project, the design manager will schedule a time with you for "After" pictures. With your permission, your pictures may show up on our web site. Your name and address will not appear in our marketing materials without your permission

**Post Construction** - During your job, normal and standard construction practices and techniques will be followed. These practices are based on all existing conditions being standard. However, not all current conditions will be normal and many pre-existing conditions may already be present.

Your soil is of varying strengths and moisture content. This may allow for your new addition to move and react differently than your existing house. These conditions can manifest themselves in cracks. Your addition may settle and crack.

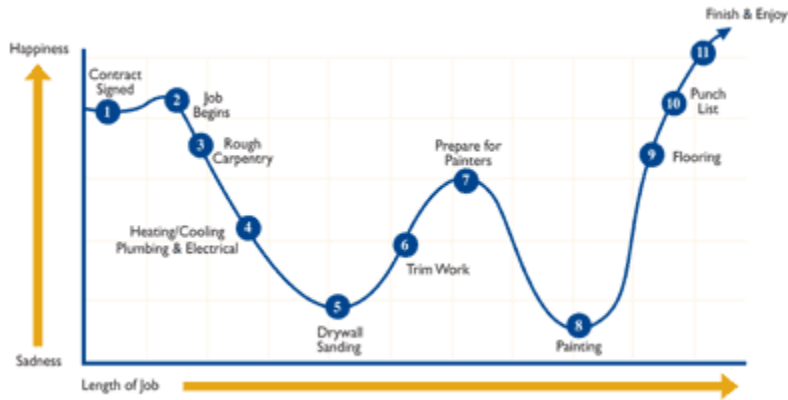
The moisture content in your home can vary from a humidity level of 10% to 100%. This swing in moisture means that all the framing lumber, trim and hardwood floors will expand and contract. Drywall nails or screws may bulge out and new trim may separate - up to 1/4" in some cases.

The concrete installed on your job is likely to crack, chip, and/or pit. Salt placed by you or brought in on your car will cause the concrete to spall or scale. The concrete should be sealed by the customer after the concrete has cured (minimum of 28 days).

Damage during the normal course of construction to driveway, curbs, sidewalks, patios and adjoining plantings and sod may be beyond the control of the contractor. The contractor is not responsible for this damage, but will make every effort to avoid or minimize such damage.

At the final walk-through, the project manager will schedule a 60-day follow-up visit with you to take pictures and check on your completed project. You will also receive a letter about 10 months after completion of your job that will serve as a reminder that the warranty period is due to expire at 12 months, and to please contact us to schedule a time to address any warranty items before that time.

**Remodeling Fever** - the term coined for the natural pattern of customer emotions during a typical remodeling project. The following Remodeling Curve illustrates this pattern:



### Prevent Remodeling Fever

Remember that your home will soon become a worksite. We will work hard to respect your privacy and help minimize any inconvenience. Nonetheless, the train-station atmosphere may lead to remodeling fever. You may feel a loss of control because of disrupted routines and the impact on your personal space. The best approach is to...

- a. Be aware and prepare for the inconvenience. Be sure you have an area if you decide to occupy the home where you can escape from the noise and work that may begin to feel like chaos.
- b. Maintain a sense of good humor. You may need it when the weather refuses to cooperate or a material section is unavailable which postpones the overall completion date.
- c. Try to enjoy the process. Tell the children you're camping in and turn the situation into fun. Along the way and at the end celebrate the completion of the project. With patience, communication, and preparation the process will go more smoothly. Realize you will enjoy the results for years. Maybe at the end of the project have an open house for neighbors, friends or family to celebrate the new space. The project will not last forever and there is light at the end of the tunnel.

Please feel free to contact Joe Gardonis or your project manager if you have any questions. It is our desire to serve you with the best possible communication, workmanship and end results.