



CUSTOMER POLICIES

Introduction

We understand that hiring and using a contractor to work on your home is a big deal. The process can be long, disruptive, and intrusive into your regular everyday life pattern. Through our years of experience we have learned a few things about how to make this process as easy and enjoyable for all parties involved. Therefore we have created these policies in order to be transparent about what you can expect from us as your contractor so you are completely comfortable before we begin working in your house.

1) Job Commencement

- Once a contract has been signed and a down payment is received, the customer is immediately entered in our production queue. We aim to start your project within approximately (4) weeks of closing. However, depending on our current workload, availability of crews, material deliveries, and the scale of your project, it could be slightly more or less than (4) weeks.
- If there is any reason why your project should be started before or after a specific date, please let us know when the contract is signed. We will do our best to accommodate your specific needs.
- The customer will be notified approximately one week before we begin and given a start day. This day is subject to change slightly as it depends on our crew finishing their previous assignment, which sometimes can take longer than expected. Customer will then be notified 24 hours before exact start day.
- Once the project has begun, we will do our best to keep the crew there every day until completion and minimize all potential delays. Crews will not be pulled off your job unless there is an emergency, a decision required before progress can continue, or a dispute.
- If the customer is responsible to provide any materials per the contract it is expected that those materials be on site at the time they are ready to be installed. We do our best to let you know ahead of time when we will need the materials you are responsible for providing.

2) Schedule and Completion Time

- Before the project begins, you will be provided a rough schedule of completion for your project. The purpose of this document is to give you a better understanding of the process and an overview of the order of operations.
- In no way is this document a binding deadline or a commitment to finish by a certain date. Our goal is to give you an excellent product that you are thrilled with in the end, regardless of the duration of the project. We recognize that it is in everyone's best interest to finish every project as quickly as possible, however our priority is excellence above speed.



- We recommend to our customers that they do not schedule any important events with the assumption that their project will be finished by a certain deadline. We also recommend not to begin projects if there are any major life events that would cause the project to be rushed (pregnancy, holiday parties, family members moving in., etc). JM Design Build does not make any guarantees of a completion date for home remodeling projects, as too many factors can change the duration of the project.

3) Progress Payments

- Along with your schedule of completion, a rough schedule of progress payments will be provided as well. This is to give the customer a general idea of when we will be requesting progress payments throughout the job.
- The purpose of progress payments is to keep the job fair and balanced and make sure one party is not too far ahead of the other. In our experience, a project runs much more smoothly when the amount of work complete is in line with the balance owed.
- Payments are typically requested as phases of the job are complete or mostly complete. Please note that a progress payment will still be expected even if we are not completely done with the phase in question. For example, if all drywall but one or two pieces is hung, the drywall payment is still expected when requested. In addition to the schedule of payments, each progress payment will be formally requested by e-mail. If the payment requested is not submitted within 24 hours it will be assumed that the customer is disputing the request. At this point, work will stop and management will reach out to the customer in order to resolve the dispute and collect payment in order that progress may continue uninterrupted.

4) Cleanliness

- As you know, construction is known for being a messy endeavor. Please be assured that we will go the extra mile to make sure your jobsite as clean and orderly as possible. On the first day of your project, all necessary steps to ensure cleanliness on your site will be taken, including carpet & floor protection, drop cloths, and plastic barriers.
- All debris will be stacked in one pile in the most convenient and acceptable location until it is hauled away at a minimum of one time per week. When appropriate, a dumpster or dump trailer will be delivered to the site.
- Everyday our workers are required to sweep and organize the site. If for any reason you are unsatisfied with the cleanliness of your job site, please notify management and we will do our best to accommodate your specific needs.
- As a general guideline, the phases of the project that are typically the messiest are demolition and drywall. During these phases, we may take extra precautions as needed. We ask the homeowner to remove electronics and other fragile/valuable items from designated work areas for the duration of the project.



5) **Mistakes Happen**

- Customers can be sure that in the construction process mistakes can and will happen. If the customer comes home and notices something done incorrectly or not in line with what was agreed upon, there is a chance that management may not yet be aware. Rest assured, all mistakes will be corrected promptly and completely. Please notify management of any mistakes you discover via email during normal business hours.

6) **Communication with Team**

- Our employees are instructed to keep conversations with you, the customer, brief & productive. Every project has a team leader. The team leader is instructed to keep you informed on a consistent basis and make sure all of your questions are answered. In the event they are unable to answer your question, they may refer you to the management team.

7) **Accessibility**

- The owners and partners of JM Design Build want every homeowner to feel like they have direct access to us while at the same time protecting a healthy level of personal boundaries. Please understand that we are able to serve our customers best if we feel that our personal and family time is protected. We understand that there are times and situations while working on your home where things can get emotional and customers may feel that they need to discuss something immediately upon arriving home from work in the evening, however we would ask that they would keep from doing so unless it is an absolute emergency
- We are available via phone, email, or text message during all normal business hours. We would ask that you would refrain from contacting us after business hours unless it is an emergency which absolutely requires immediate attention.
- An example of an appropriate situation to call or text the personal line of an owner after 5pm would be a water or gas leak that puts you and your home in immediate danger.
- An example of an inappropriate situation to contact us after hours is an aesthetic complaint or a misunderstanding between work completed and what you had envisioned.
- Should a discrepancy arise, please call our office or send an email the following morning, and we will take the necessary action.

8) **Change Orders**

- If the customer would like something done in addition to the original scope of work, they are to notify the team leader or management, who will then quote them appropriately. Payment in full is required for all change orders upon agreement of a price to complete the work.



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9) Punchlist

- After all the items on your scope of work have been complete, you will have one opportunity to generate a final punch list of miscellaneous items pertaining to your project that you feel are incomplete or not to your satisfaction. This punch list will be agreed upon by the team leader prior to start of the final work.
- Final payment is due immediately upon completion of this list. However, we are happy to comeback and guarantee our work if there are any legitimate defects noticed after final payment has been received. The warranty period on the labor we perform during your project is 5 years from the date of final payment.

Conclusion

We are confident that this process can be as easy and rewarding for all parties involved. Our business is based and revolves around mutual trust and respect between ourselves and our customers. We realize that you must trust us to complete the scope of work we agree upon in a professional, clean, and timely manner. We trust you as the customer to grant us the same courtesy of respect and professionalism. You will find that the management team and employees are flexible and easy to work with, and that we will go the extra mile to ensure your happiness and satisfaction. Thank you for choosing JM Design Build, and we look forward to working with you.