



FREQUENTLY ASKED QUESTIONS ~1~

How long does a typical project take?

Project timelines vary based on scope, permitting, material lead times, and inspections. We provide an estimated schedule at the start, but timelines may adjust as the project progresses.

When does the schedule officially start?

The construction schedule begins once permits are approved, contracts are executed, deposits are received, and required selections are completed.

What factors most commonly cause delays?

Permitting timelines, inspection availability, weather, material backorders, and client-requested changes are the most common causes.

Can construction start before all selections are made?

Some early work can begin, but delayed selections often impact the schedule and can add costs.

What are allowances?

Allowances are budget placeholders for items selected later, such as fixtures or finishes. Final costs adjust once selections are made.

Why do changes cost more during construction?

Changes often require rework, rescheduling trades, or material restocking, which increases labor and administrative costs.

What qualifies as a change order?

Any change to the original contract scope, materials, or design.

Can I make changes anytime?

Yes, but changes may affect cost and schedule. Some changes may not be feasible once work has progressed.

Will change orders affect the schedule?

Often yes. Each change is evaluated for time and cost impact before approval.

Do I need to be present for inspections?

No. We coordinate and attend inspections on your behalf.



FREQUENTLY ASKED QUESTIONS ~2~

Can I supply my own materials?

Owner-supplied materials must be approved in advance and are not covered by our warranty.

What happens if a selected item is backordered?

We will recommend alternatives or adjust the schedule as needed.

Can I change selections after ordering?

Changes after ordering may incur restocking fees, delays, or additional costs.

Who pulls permits?

We handle permit applications unless otherwise specified in the contract.

What happens if an inspection fails?

Corrections are made and re-inspection is scheduled as required.

What if existing conditions don't meet current code?

Upgrades may be required by the city and handled through a change order.

How is the site secured?

We secure materials and close the site daily, but construction sites are inherently at risk. If added protection is desired, we will monitor the site via security cameras.

Can I visit the site during construction?

Yes, scheduled visits are welcome. For safety reasons, unscheduled or unsupervised visits are not permitted.

Who is allowed on the jobsite?

Only authorized personnel. Children and pets are not permitted on active jobsites.

How often will I receive updates?

Regular updates are provided via our project management system and scheduled check-ins.

Will neighbors be notified?

When appropriate, we coordinate logistics to minimize disruption.

What if a neighbor complains?

We address concerns professionally and in accordance with local regulations.



FREQUENTLY ASKED QUESTIONS ~3~

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When are payments due?

Payments follow the agreed-upon schedule outlined in the contract.

What happens if a payment is late?

Work may pause until the account is brought current.

How do you ensure quality?

We conduct internal reviews and work with vetted, licensed subcontractors.

What if I'm not satisfied with something?

Concerns should be raised promptly so they can be reviewed and addressed appropriately.

What warranty is provided?

We provide a workmanship warranty along with applicable manufacturer warranties.

What is not covered?

Normal wear, misuse, lack of maintenance, and owner-supplied items.

Why does construction sometimes look messy?

Certain phases are inherently disruptive before finishes are installed.

Why can't timelines be guaranteed?

Construction depends on many external factors beyond any builder's control.

What causes the biggest delays?

Late decisions, material backorders, inspection scheduling, and scope changes.