

CLIENT INFORMATION PACKAGE



www.loveconstructionus.com



Thank you for considering Love Construction for your residential project. We are excited about the opportunity to work with you and bring your vision to life. This information package is designed to provide you with a comprehensive overview of our company, our services, and our process. We believe in transparent communication and a collaborative approach to ensure your project is a success. We encourage you to review this package carefully. If you have any questions, please do not hesitate to contact us. We look forward to discussing your project in detail.

Sincerely,
Justin Love - Founder

WELCOME



ABOUT OUR COMPANY

Love Construction is a full-service residential construction company serving the greater Los Angeles area. We have been in business for 2 years and have a proven track record of delivering high-quality workmanship and exceptional customer service.

Our Mission:

To provide innovative and sustainable residential solutions that exceed our clients expectations.

Our Values:

- **Integrity:** We conduct our business with honesty, transparency, and ethical principles.
- **Quality:** We are committed to delivering superior craftsmanship and attention to detail.
- **Customer Satisfaction:** We prioritize our clients' needs and strive to create a positive and enjoyable experience.
- **Innovation:** We embrace new technologies and techniques to enhance our services and deliver cutting-edge solutions.
- **Safety:** We maintain a safe work environment for our employees and clients.

We are fully licensed and insured for your protection



OUR RESIDENTIAL SERVICES

We offer a wide range of residential services, including:

- **New Construction:** Custom home building from the ground up.
- **Renovations & Remodeling:** Kitchens, bathrooms, basements, and whole-house renovations.
- **Additions:** Expanding your living space with seamless additions.
- **Accessory Dwelling Unit (ADU):** Custom ADU building from the ground up.
- **Outdoor Living:** Decks, patios, landscaping, and outdoor kitchens.

No matter the size or scope of your project, we have the expertise and resources to handle it with professionalism and care.

COMMUNICATION & PROJECT MANAGEMENT

Effective communication is crucial to the success of any project.

We utilize the following methods to keep you informed every step of the way:

Regular Meetings: Scheduled meetings to discuss progress, address questions, and make decisions.

Project Management Software: Online platform (Houzz Pro) to track progress, share documents, and communicate with the team.

Email & Phone: Direct communication with the project manager and team members.

The project manager will be your primary point of contact, ensuring seamless coordination and timely updates.



HOW THE PROCESS WORKS

Initial Consultation: We will meet with you in person or on zoom, whichever you prefer, it will typically be about an hour and a half, to discuss your vision, needs, and budget.

Budget and Feasibility Study: We will provide a detailed budget and feasibility study to determine your projects scope of work and construction budget. We will review existing conditions of the site and/or your home as necessary.

Design & Planning: Regardless of what stage you are at in your project, we will meet you where you are and provide our services to meet your needs. Most projects require an Architect/Draftsman for developing plans to submit to the permit department. In this case, the Architect will provide a set of plans by which will review for constructability (with subcontractor input), and provide a detailed budget proposal/estimate. If your Architect is providing an Interior Design package/drawings set for finishes, such as kitchen cabinetry, countertops, light fixtures and plumbing fixtures, we will include detailed pricing for said finishes in our proposal. If your Architect is not providing an Interior Design package and/or you are not hiring a separate Interior Designer for interior finishes, we will provide you with our vetted Builder Finish Palette for multiple finish options for each finish category for you to choose from.

Budget Finalization/Contract Agreement: We come to an agreement on the final budget and execute a construction agreement/contract.

Construction & Execution: Our skilled team executes the project with precision and efficiency.

Regular Communication: We provide regular updates and address any concerns promptly.

Project Completion & Walk-Through: We conduct a final walk-through to ensure your satisfaction.

Warranty & Support: We provide ongoing support and warranty coverage.



DESIGN-BUILD MATRIX

Tier	Design Type	Description	Pre-Construction
Tier I	Builder Finish Palette Selections (Semi-Custom)	Client chooses to work with the builder on interior selections from builder's finish palette	1-2 Weeks
Tier II	Builder Custom Design Selections	Client chooses to work with the builder on interior selections and meet with subcontractors and suppliers to develop custom design	4-6 Weeks
Tier III	Interior Designer	Architect and/or Interior Designer completes interior design drawings and specifications	2 Weeks



BUDGETING, PRICING & PAYMENT

We provide transparent and detailed cost estimates for all projects. Our pricing is based on the scope of work, materials, and labor.

Payment Schedule: Is based on construction schedule milestones and in some cases, percentage complete of specific scopes of work. An initial deposit will also be required to start construction.

We accept the following forms of payment: Credit/Debit Cards, ACH Bank Transfer, Apple Pay and Google Pay.

Change orders will be documented and approved in writing before any work is performed. We are committed to staying within budget and providing value for your investment.



SELECTIONS & DESIGN DECISIONS

We understand that making design selections can be overwhelming. We are here to guide you through the process and help you create a space that reflects your style and needs.

We will provide you with a curated selection of materials, finishes, and fixtures to choose from. We can also work with your preferred designers or suppliers.

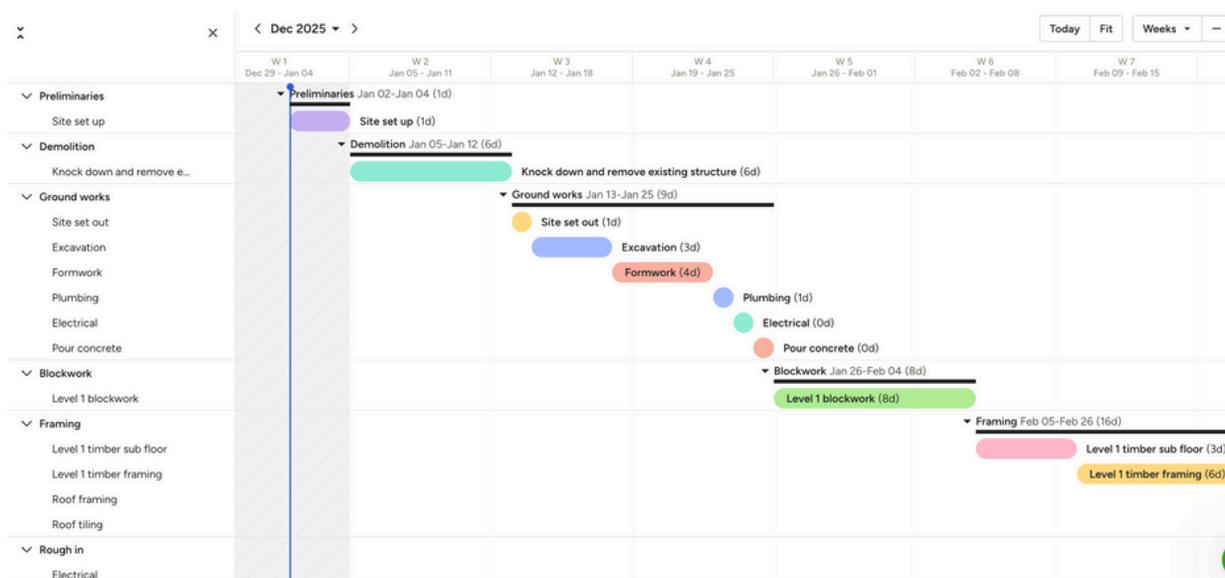
Timely decision-making is essential to maintain the project schedule. We will provide you with clear deadlines and support to ensure a smooth selection process.



SCHEDULE & TIMELINE EXPECTATIONS

We will provide you with a detailed project schedule outlining key milestones and deadlines. The timeline will be based on the scope of work, material availability, and weather conditions.

We will keep you informed of any potential delays and work diligently to minimize their impact. We are committed to completing your project on time and within budget.

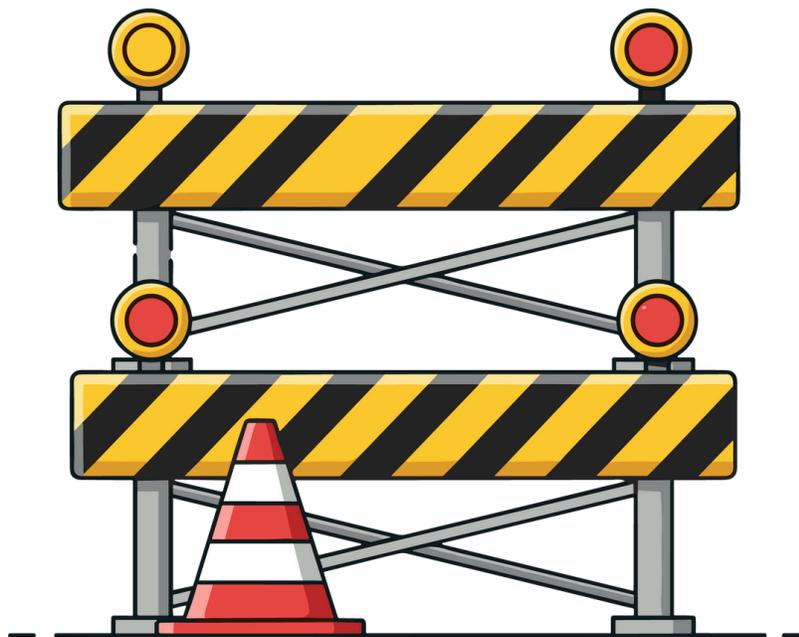


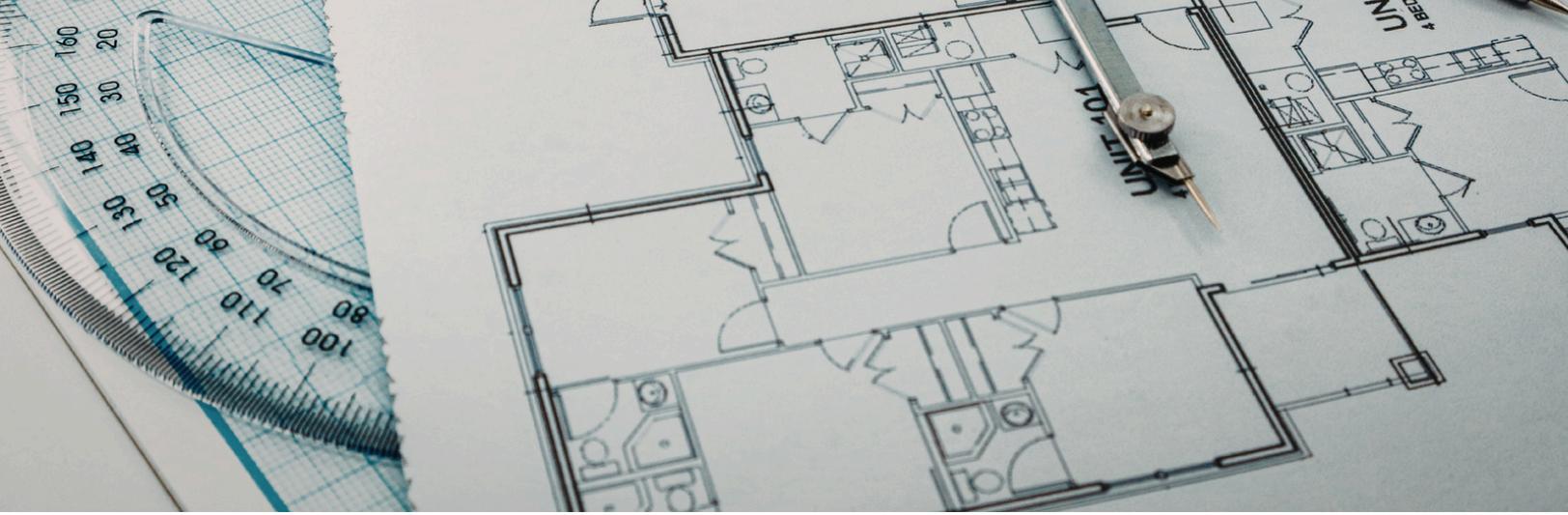


JOB STANDARDS & SAFETY

We adhere to the highest standards of workmanship and safety. Our team is trained in industry best practices and follows strict safety protocols.

We maintain a clean and organized job site and take precautions to protect your property. We are committed to providing a safe and respectful work environment for our employees and clients.

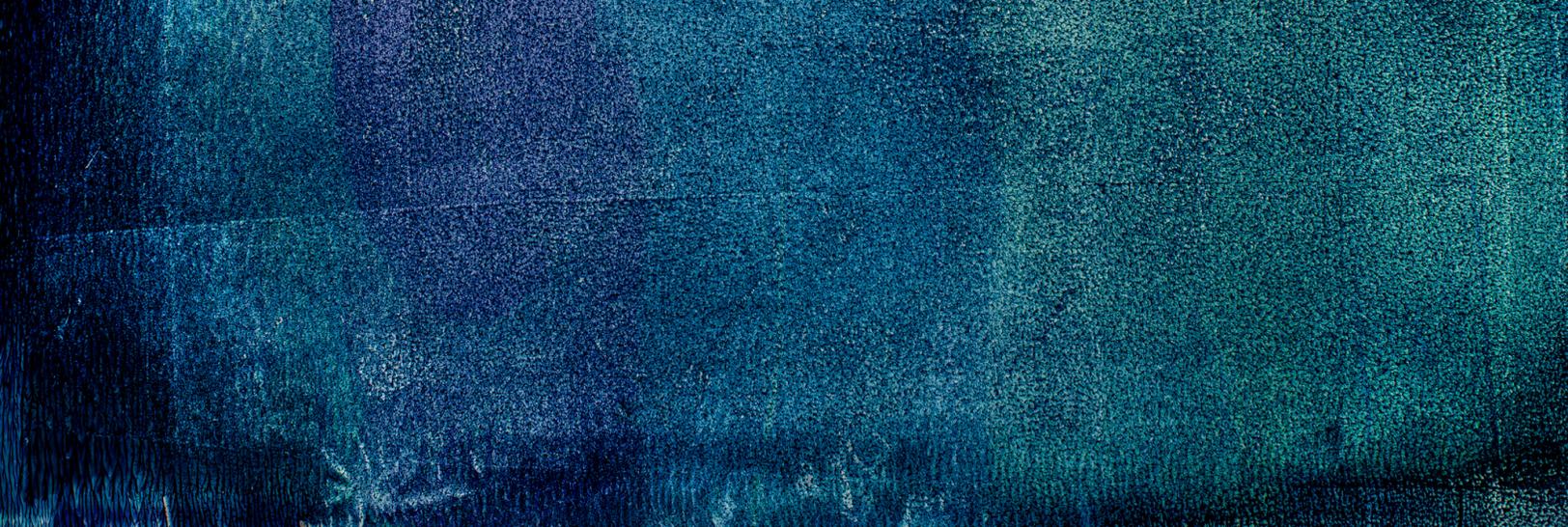




PERMIT INSPECTION & COMPLIANCE

We will obtain all necessary permits for your project. We will coordinate with local building inspectors to ensure compliance with all applicable codes. We will address any issues identified during inspections promptly and professionally.

Permit Tracking: Online tracking of permit status and inspection results.



CHANGE ORDERS & UNFORSEEN CONDITIONS

Changes to the scope of work may require change orders. All change orders will be documented in writing and approved by you before implementation. We will provide a clear explanation of the cost and schedule impact of any proposed changes.

Unforeseen conditions, such as hidden plumbing or electrical issues, may arise during construction. We will communicate any such issues promptly and work with you to develop a cost-effective solution.



WARRANTY & POST CONSTRUCTION SUPPORT

We stand behind our work. We offer a comprehensive warranty on all materials and workmanship. We will address any warranty issues promptly and professionally. We also provide ongoing support after project completion.

Warranty Period: 1 year from the date of substantial completion

Warranty Coverage: We agree to correct any defects within this period, at no cost to Owner, and to pay for any damages to other work resulting from the defects of the repair of the same.



CLIENT RESPONSIBILITIES

To ensure a smooth and successful project, we ask that you:

- Provide timely feedback on design selectios and approvals
- Make payments according to the agreed-upon schedule
- Communicate any concerns or questions promptly
- Maintain clear access to the work site.
- Secure pets and valuables during construction
- We appreciate your cooperation and partnership



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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What if a neighbor complains?

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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.

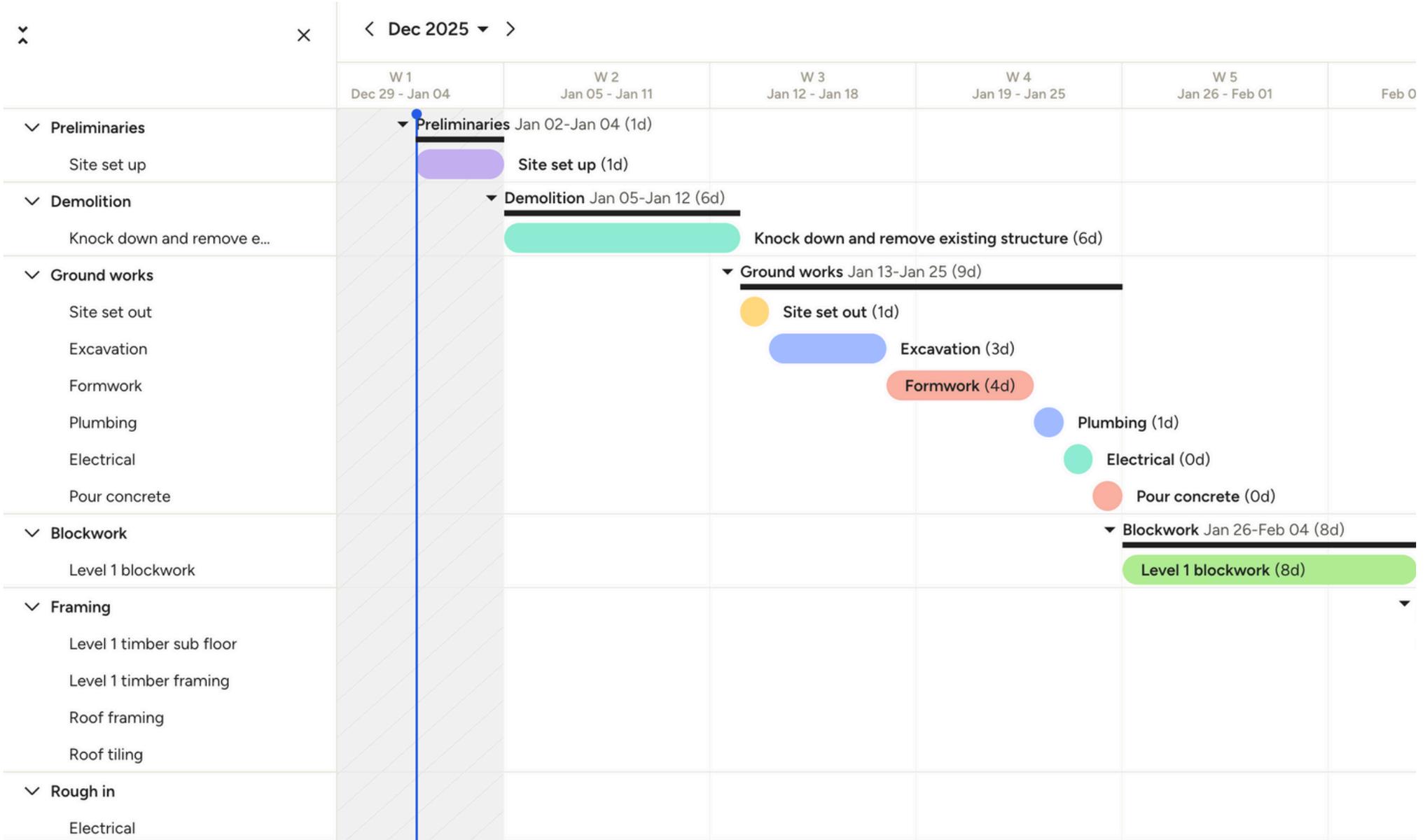


NEXT STEPS CHECKLIST

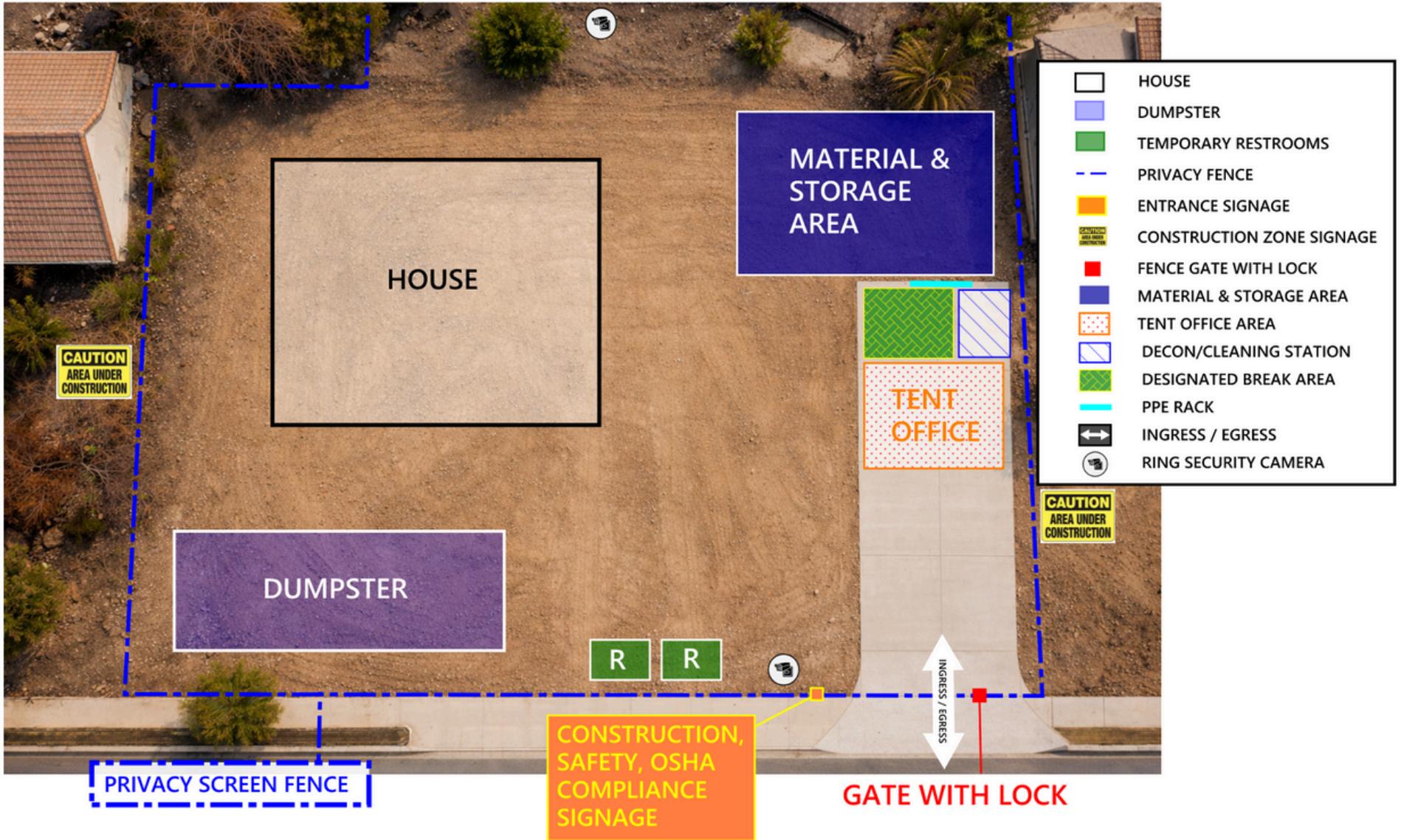
- Review this information package carefully.
- Contact your project manager with any questions.
- Finalize design selections and approvals.
- Review and sign the construction contract.
- Prepare for the start of construction.

We look forward to working with you on your project!

SAMPLE SCHEDULE



SAMPLE LOGISTICS PLAN



PROJECT ROADMAP



Phase I - Discovery & Feasibility

- Comprehensive understanding of goals and lifestyle
- Review of existing conditions and constraints
- Provide Budget Planning and Feasibility Study
- Present Builder Finish Palette / Look Book
- Pre-Construction selection meetings with client + subcontractors if fully custom design (Pre-Construction Timeline = 4 - 6 Weeks). If client comes with fully designed architectural plans and interior design set or selects finishes from the builder finish palette, we can shorten Pre-Construction phase to 2 weeks to get insurance and subcontracts in place.



Phase II - Design & Budget Integration

- Collaborate with architect/interior designer, and/or client and subcontractors to confirm selections
- Provide constructability and cost feedback
- Alignment of scope with investment
- Strategic material and system recommendations (i.e. suppliers / builder finish palette)
- Partners - Love Construction can provide exceptional architect and interior designer recommendations upon request

Phase III - Pre-Construction Planning

- Finalize selection board - to be included as an exhibit in the construction agreement
- Provide a final budget proposal estimate based on the clients design and budget preferences.
- Pull building permit and obtain trade permits (electrical, mechanical, plumbing, fire sprinkler) and agency permits (LADWP, SCE, SoCalGas, & Independent Local Water + Power Companies) permits + coordination
- Logistics planning (i.e. dumpster rental, fence rental, portable restrooms, etc.) and construction schedule



Phase IV - Construction Execution

- Provide project management and jobsite supervision for the duration of the project
- Manage quality assurance, ensuring all details are built per the plans and specifications, with exemplary craftsmanship and unparalleled professionalism
- Ongoing coordination with design team and subcontractors for project alignment and efficient execution
- Structured progress communication and "check-in's" with all parties involved



Phase V - Completion & Stewardship

- Final detailing of finishes and commissioning of utility systems
- Comprehensive walkthrough architect/client
- Provide project documentation and warranty handoff
- Provide post-completion support

