



Project Expectations

- **“How do I communicate with RMC?”**

- Email is preferred. Phone conversations can help work through details quickly but should be followed up by email if decisions are made.

- **“How often does RMC communicate with me?”**

- At a minimum we will communicate with you once a week with a phone/email update.

- **“How accurate is the project schedule?”**

- The schedule gets updated on a weekly basis. This is a living document and is in a continual state of change.

- **“When will the project be finished?”**

- You can move in once we have received final occupancy and a final walk through has been performed, but not before. We have learned that if a final walk through is not performed it becomes impossible to determine how much actual punch list work is left and what has been damaged by movers, kids, dogs, etc. during occupancy. Please, do not schedule major life events such as weddings, birthdays, holidays, anniversary parties, graduation parties, etc. based upon an anticipated move in date. You will likely be very excited to move in at the end, but it is critical that the necessary time is taken to complete all work to a high quality.

** All remaining project draws must be fulfilled to RMC before the project is deemed complete.

- **“Can I make changes to my project with individual subs?”**

- No, all changes are to be known and approved by RMC.

- **“How do I make changes to my project?”**

- Contact us. If the change in scope requires a change order, then we will calculate the cost of the change order and add it to our project estimate. If the project is a “cost-plus” contract we may have you sign an “Over Expense Disclosure”.

- **“Is building or remodeling an emotional experience?”**

- It certainly can be. We work hard to plan and manage our projects in such a way that we prevent difficult scenarios as much as possible. That said, despite our best efforts, this is a challenging industry and it is very likely that something will happen that triggers an emotional response during the course of construction.

- **“What emotions might I experience during my project?”**

- We promise that you will experience a variety of emotions during your project. Below you will find a general guideline on what you may experience.
- Selection of contractor and architect. Excitement, trepidation, anxiety.
- Planning. Depending on what making decisions is like for you this will vary between joy, boredom and anxiety.
- Permitting. All time low. Lots of time, energy and money have already been spent with no physical work to show for it.
- Start of construction. All time high.

- Rough in. Excitement starting to lessen. Site walks required, lots of different subcontractors are involved during this phase. The house doesn't change much and lots of money is being spent.
- Drywall and paint. Is this over yet.... Why isn't this happening faster?
- Finishes. Cabinets, flooring, tile. Excitement is increasing. Patience for completion is decreasing.
- Finishes. Nearing completion. Excitement to be done very high. Patience at an all-time low.
- Punch list. This is historically a very difficult time for clients to be patient, but it's critical for the proper completion of the project.

- **"Will everything go perfect on my project?"**
- Completion of a custom home typically takes between 30 and 50 different companies and suppliers, as well as their employees. Chances are that you will feel frustrated at some point during the build. When this happens, please remember that we will find a solution to the situation, communicate with you and move forward.

- **"Can you give me an example of a scenario that could delay the project?"**
- Caused by subcontractors
- The electrician is scheduled to start work on Monday. Over the weekend their kid comes down with food poisoning. They are required to stay home for two days. This delays the project two days.
- Caused by suppliers
- Windows are scheduled to be delivered on Monday. As we get closer to the delivery we check in and they tell us that their production department can't keep up with the demand. This ultimately delays the project 2 weeks.

- **"My friend's neighbor's mom's son is a painter. Can you use them?"**
- No. We have spent years developing our list of suppliers and subcontractors. When you hire us, you are trusting us to deliver your project as promised. That is hard for us to do when we work with companies that we aren't familiar or comfortable with. We are of course happy to take your recommendation and if they are an appropriate fit and can get through our vetting process then we may choose to use them. That said, we have final say over which subcontractors and suppliers we use.

- **Can I provide my own materials?**
- No. We are solely responsible for providing all materials for the job site. On occasion we make exceptions, but this needs to be discussed and agreed upon ahead of time. If clients provide their own materials, we run into several issues. 1. Who is responsible for the warranty if something happens? Is it the homeowner who supplied the material or the contractor that installed it? 2. Who is responsible for delays in the schedule if materials are not provided on time? Even though the client may be late in providing the material we have learned that at the end of the project we often take the blame for all delays. We would much prefer to be 100% responsible.

- **"I framed a couple houses in college, can I help you frame this house?"**
- No. We are one hundred percent responsible for the completion of the project. We can agree to different terms if this is a cost-plus project, but that needs to be discussed in detail and agreed upon in writing.

- **“Will my project increase in cost?”**
- Depending on the situation this can vary. We have learned that almost every project we have ever done has had additional work requested by the client.
- **“What kind of scenarios lead to unanticipated change orders?”**
- Poor and/ or incomplete plans. If the plans are just the bare minimum to get a permit, then it's likely that there will be some design details that were missed.
- Extremely complex plans. If a project is extremely complex, then it's not reasonable to assume that every detail can be thought out before construction starts. Often times we find conflicting details and details that don't work as planned. When we have to start troubleshooting and coming up with new solutions this can add to the cost.
- Owners with an artist's touch. If a client wants to make changes every time they walk on site the project will get much more expensive and take much longer. Every change can have a ripple effect that can easily add weeks and months to a project.
- **“What items typically aren't included in your estimate that I need to plan on?”**
- Typically, our projects don't include utility hook up fees, blinds, mitigation requirements, permit fees, architecture fees, associated consulting fees during the design process, etc.

Thank you for letting us to be part of your home building adventure. We realize that your dream isn't to build a house, it is to build a home. That's why we treat every home we build as if it is our own. We understand that building your dream home is a very important part of your life, we strive to make the process as simple and enjoyable as possible!

- Ray Mize