

# PROJECT MANAGEMENT

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# PROJECT MANAGEMENT OVERVIEW

15% of Project Cost

The project management service allows us to hire and expertly schedule all of the excellent subtrades that we work with regularly. We ensure each detail comes to life exactly as we planned throughout the design process.

**Step 1:** After we have completed the Full-Service Design Package, we can start compiling an estimate that is thoroughly laid out for you line by line.

**Step 2:** Once you have approved the budget/estimate. We will then start curating an ideal schedule for the project that works for both you and our contractors. Please keep in mind this schedule is tentative only and the actual project may fluctuate.

**Step 3:** We will be working hard behind the scenes ordering materials, ensuring contractors are aware of their full scope of work, and doing everything we can to ensure your project runs smoothly from the start date to project completion.

**Step 4:** Once construction begins, we stay in constant communication with our contractors and pop in regularly to ensure accuracy.

**Step 5:** Once the project is substantially complete, we will schedule a walkthrough with you to ensure all details are complete and you absolutely love your new space.

**Disclaimer:** We will not be onsite at all times while our contractors are working. We hire them because we trust them to do their job well and hold them to a very high standard. They communicate regularly with us & many questions are addressed by phone without site visits being required.



# Expectations

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## PAYMENTS

Services and materials are invoiced at various times throughout your project depending on the size of your project. Payment is due upon invoice via e-transfer or cheque. Non-payment within 14 days will result in a stoppage of work.

Contractor invoices and some material invoices will be sent to you to pay directly. Payment to them is due upon invoice via e-transfer or cheque or sometimes credit/debit.

## COMMUNICATION

Clear Communication is extremely important for projects to run smoothly and ensure all team members remain on the same page.

We use EMAIL as our primary mode of communication. This allows us to document all communication and allow us to think effectively and then communicate concisely about design decisions.

We prefer phone calls to be scheduled so we can ensure that we can solely focus on the situation at hand. A simple email asking us to give you a call with a brief topic explanation is perfect! We prefer to use text for immediate issues and onsite "emergencies" only.

If you need to reach us outside of office hours, please email us and we will get back to you as soon as our time permits.