



DOUGLAS
&
COMPANY

Our Guide to a Successful Renovation Project
How to Stay Sane and Enjoy the Process



Why Choose Douglas & Company?

The Design Process

The Selections Process

Going to Contract

The Production Process



Why Choose Douglas & Company?

Douglas & Company is one-stop shopping for Architectural Design, Interior Design and Construction of your project.

We originally established our business model to fill the need in Coastal Sussex County for a qualified, dedicated and creative Renovations and Remodeling company with the knowledge and skill to solve issues which are inherent when taking on a renovations project. Though many contractors are willing to take on renovations, not everyone is experienced enough to handle working through a design that can seamlessly meld the old with the new or to tackle the challenges of dealing with the unforeseen circumstances which frequently accompany working with an existing structure, these may include: rot, structural integrity issues, outdated mechanical systems, issues arising from subpar construction from the original build, just to name a few.

We have established ourselves with our design team, field and back-office staff, vendors and trusted trade partners to be one of the few companies in the area to specialize in large-scale, design-driven renovations.

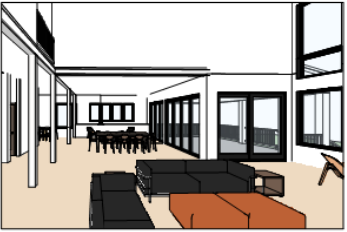
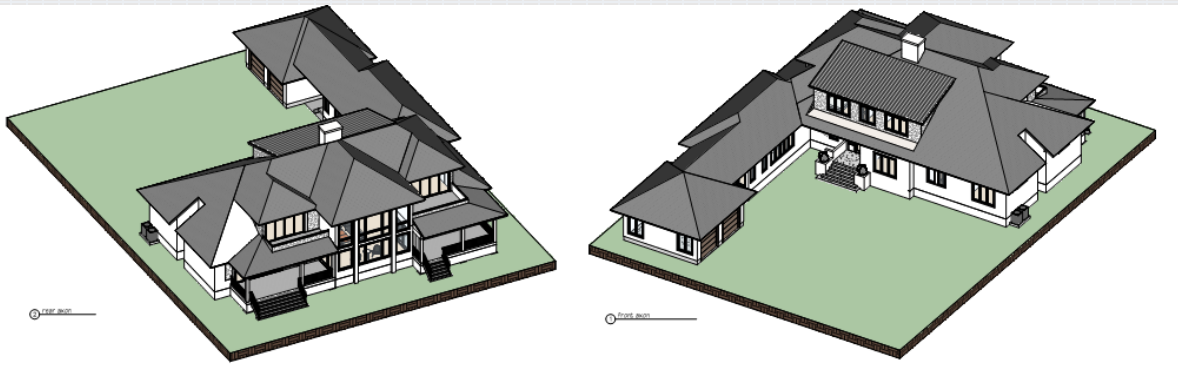
The Design Process





We shape our homes and
then our homes shape us.

- Winston Churchill



VIEWS

If your renovation project requires architectural design, we will enter into a Design Services Agreement. This 4-phase agreement allows Douglas & Company to fully engage our team of Designers, Estimators, Engineers and Selections Professionals to:

- Explore the feasibility of your project within the jurisdiction it is located
- Develop drawings for the project, beginning with as-built drawings of the current space, then moving through Schematic Design, Design Development and finally into Construction Documents, including any necessary engineering
- Work through the Selections Process to assist in accurate bidding of the project
- Develop a projected Cost Estimate through every phase of the design process to assure that the final design will fall within your financial comfort zone, culminating in a Contract Budget when Construction Documents are complete.

Sample Design Services Agreement

PHASE ONE – AS-BUILTS

Scope of Work:

- Measure existing house and/or review of existing drawings

Documentation:

Floor plans and Elevations of existing house/structure (as appropriate for project scope)

Timeline:

<DELIVERABLE DATE>

Project Fee:

<ASSOCIATED COSTS>

PHASE TWO – SCHEMATIC DESIGN

Scope of Work:

- Municipal bylaw and analysis
- Preparation of Preliminary Design Drawing Set
- Develop Historic Budget

Documentation:

Preliminary Site Plan; floor plans; 2 elevations

Timeline:

<DELIVERABLE DATE>

Project Fee:

<ASSOCIATED COSTS>

PHASE THREE – DESIGN DEVELOPMENT

Scope of Work:

- Adjustment and refinement of preliminary design
- Preparation of Design Development Drawing set
- Review project with Municipal permitting officials if necessary
- Client meeting with Selections Coordinator to begin finish selections to refine budget

Documentation:

Site plan; floor plans; elevations; detailed selections packet; refined budget

Timeline:

<DELIVERABLE DATE>

Project Fee:

<ASSOCIATED COSTS>

PHASE FOUR – CONSTRUCTION DRAWINGS

Scope of Work:

- Adjustment and refinement of design development
- Design of construction details
- Consultation with structural engineer and other sub-consultants, if required (billed outside of this contract)
- Final Construction Budget
- Submit for building permit from municipality or county

Documentation:

Working drawing set including site plan, floor plans, exterior elevations, sections, construction detail, engineer's notes

Detailed selections packet

Timeline:

<DELIVERABLE DATE>

Project Fee:

<ASSOCIATED COSTS>

• FUTURE CONSTRUCTION WORK

- Owner has indicated a willingness to proceed with Contractor in the construction phase of the project, if the project can be completed for a cost within the Owner's budget. However, Owner is under no obligation to have Contractor build the project. Owner and Contractor will enter into a new and separate agreement covering the construction phase of the project.

• USE OF PLANS & SPECIFICATIONS

- The plans and specifications are being developed by the Contractor for the sole use of the Contractor named in this Agreement. All copyrights in and to the plans and specifications that are being developed in connection with this Agreement are the sole property of the Contractor. If the contractor named in this Agreement is not awarded the construction contract, Owner is prohibited from using these plans and specifications for **construction**. However, Owner may furnish these plans and specifications to an architect or other competent design professional to be used strictly for conceptual design ideas, **not for construction**. Owner's new architect or design professional will then take complete responsibility for the accuracy and suitability of all plans and specifications and Contractor named in this agreement is released from all liability and claims of any kind related to the use of these drawings and specifications by all persons subsequently engaged by Owner to design or build the project.

• TERMINATION

- Owner may terminate Design Services Agreement at any phase by giving Contractor written notice of the termination and providing payment to Contractor for all services rendered through date of termination. Upon termination and payment for all work performed to date, all drawings, details and estimated performed through termination date will be delivered to Owner, subject to the limitations in "Use of Plans & Specifications" clause above. Contractor may terminate this Agreement if payments are not made to Contractor or outside consultants in accordance with terms of this Agreement

• Hours are billed at the following rate:

- Internal Design Work - \$110.00/hr.
- Drafting/Plan Development - \$95.00/hr.
- Selections Coordinator - \$78.50/hr.
- Estimator - \$78.50/hr.
- Outside Consultants – varies per project

I have read and understand and agree to all terms and conditions contained in Agreement above.

Owner Signature

Date

Owner Signature

Date

Contractor Signature

Date

The Selections Process





Your home should tell your story and be a collection of what you love.

- Nate Berkus



Douglas & Company is a full-service design company which means that we offer Interior Design services to assist you in choosing each of the finishes for your new spaces.

We begin the process by supplying you with detailed spreadsheets of all the selections you will need to make for each space, then we will schedule a series of design meetings to assist in making these selections. These meetings may take place at the showroom of our specialty vendors, such as our tile or lighting supplier or in our office, where we have a wide variety of samples, catalogs and literature on building materials and finishes. Some selections can also be made virtually when we can offer you options for certain items through email and website links.

Within the Selections Process, we also include a Design Inspiration packet, which is a Power Point on which we offer design ideas to assist in your decision making and capture your selections for each area as they are finalized.

We appreciate when you can share any Houzz, Pinterest or Instagram pages (or even old-school magazine pages in a file folder!), to help us to home in on your design aesthetic.

If you have your own Interior Designer, we can also coordinate with them on selecting and sourcing materials and fixtures for your project.

Sample Selection Spreadsheets

A	B	C	D	E	F	G	H	I	J	K	L	M	N
DOUGLAS & COMPANY													
Job Name:											Douglas & Company		
Job Location:											20684 John J. Williams Hwy., Suite 1 Lewes, DE 19958		
ROOM: Kitchen											Notes & Photos:		
Flooring		sand and stain foyer- install new kitchen and dining											
Color/Size/thickness		Finish TBD											
Quantity		774 sq ft includes kitchen dining room, foyer											
Vendor/Supplier		Contact:											
Direction													
Cabinets											Notes and Photos:		
Vendor/Supplier		Chesapeake Cab		Contact: Jodi									
Door Style		Perimeter: Shaker			Island: Shaker								
Color		White											
Species		maple											
Wall Cabinet Height		39"											
Drawer Style		5 Piece			5 Piece								
Hardware - Door					Finish								
Hardware - Drawer					Finish								
Hardware Supplier													
Counters											Notes & Photos:		
Vendor/Supplier		TLMK		Contact: Kelly Casy									
Material:		Perimeter			Island								
Color		Cambria Portrush			Cambria Portrush								
Homeowner Selecting Slab?		no			no								
Edge Profile		eased			eased								
Sink Model		K-5871-5ua3-0			Supplier: Build.com								
Faucet Model		Delta 9159-cz-dst			Supplier: Build.com								
Island Overhang		yes			Supports Needed yes								
Other Cut-Outs:		air switch for garbage disposal											

A	B	C	D	E	F	G	H	I	J	K	L	M	N
DOUGLAS & COMPANY													
Job Name:											Douglas & Company		
Job Location:											20684 John J. Williams Hwy., Suite 1 Lewes, DE 19958		
ROOM: Powder											Notes & Photos:		
Flooring		Balance Crema Deco											
Quantity		29 sq ft											
Size & Color		24x24											
Vendor/Supplier		TLMK		Contact: Yvonne									
Direction		Stacked											
Pattern		Field verify cuts											
Lead Time													
Plumbing Fixtures											Notes & Photos:		
Vendor/Supplier		Build.com		Contact: Stephanie									
Faucets		K-14402-4a-2mb											
Sinks- Pedestal		20" Pedestal- need to select/discuss											
Toilet		K-3810-0 need toilet lever selection- refer to build.com											
Bath Hardware											Notes & Photos:		
Vendor/Supplier		Build.com		Contact: Stephanie									
Towel Bars					Quantity								
Towel Rings					Quantity								
TP Holder													
Mirrors		Size											
Paint											Notes & Photos:		
Walls- Wallpaper													
Ceiling		Color		Sheen									
Trim		Color		Sheen									

Sample Design Inspiration Packet Sheets

Sub Zero - 48" Classic Side-by-Side Refrigerator/Freezer with Internal Dispenser - Panel Ready Model # BI-48SD/O

Wolf - 48" Gas Range - 6 Burners and Infrared Griddle Model # GR486G

30" Designer Refrigerator/Freezer Drawers with Ice Maker - Panel Ready Formerly "Integrated" Model # ID-30CI

Legacy Model - 24" Undercounter Refrigerator - Panel Ready Model # UC-24R

Sharp - 24 in. 1.2 cu. ft. 950W Sharp Stainless Steel Microwave Drawer Oven (SMD2470AS7)

InSinkErator F-41300SN Modern Instant Hot Water Dispenser, Satin Nickel

Miele - G 7156 SC0 Fully integrated dishwasher XXL with 3D MultiFlex Tray for maximum convenience

Legacy Model - 24" Undercounter Beverage Center - Stainless Door Model # UC-24BG/S

Bath 3 - Mudroom Bath

Main Floor: 18x18 Calacatta Gold (honed)

Shower Floor: 2x2 Calacatta Gold (honed)

Walls: Chevron in Calacatta Gold (polished)

<https://www.build.com/bath-3-1818-45561802?uid=219319>

<https://www.build.com/ubttr-kst-marque-5-rhs/1482472?uid=8873502>

Buttons: Simple Extra-Wide Floating Vanity (in.com)

Guest Bath

<https://www.urbanocastile.com/products/gatsby-8x8-white-decorative-pattern>

Going to Contract





Depending upon the size and scope of your project, Douglas and Company offers two contract options, Fixed Cost or Cost-Plus Contracts.

For smaller and/or more well-defined projects, we will usually go into a Fixed Cost Contract. This entails us compiling a budget based on firm quotes from our suppliers and subcontractors. This requires that we put the time in up front to make all of the selections with you so that our budget numbers are accurate. Any changes to the Scope of Work or client-driven changes to selections items will be billed as a Change Order. Fixed Cost Contracts are billed with a progress draw schedule, usually a deposit and 4-5 payments, due at defined benchmarks throughout construction.

For larger renovation projects where there may be unknowns, such as potential hidden rot, undefined structural details, finishes not fully selected, undefined labor costs, etc., we will enter into a Cost-Plus Contract. This is basically a time and materials contract, billed twice per month, for all materials and labor costs incurred during the billing period, plus our overhead and profit.

Before going to contract, we will discuss the options with you and determine which option would work best for your project.

The Production Process





Once we go to contract and before we begin your project, we will have a Pre-Construction meeting where you will meet with the Production Manager and your Project Manager and Selections Coordinator to review the process for your renovation including, the schedule, selections, communication protocol, important dates for on-site meetings and an introduction to Builder Trend, our online project management software.

You will receive an invitation to join Builder Trend, where we will share information, upload documents, post the construction schedule, share photos and post daily logs. This is also our primary source for communication for the duration of the project, using email and a comment feature which allows you to leave feedback on items throughout the site. Communication through Builder Trend assures that everyone involved receives all pertinent information and items don't fall through the cracks.

Depending on the size and scope of your renovation project, we may ask that you are available for on-site meetings at certain points during construction, such as pre-drywall, so that we may review framing, electrical, plumbing and HVAC prior to closing up the walls. We will give you ample time to prepare for these visits if you don't live locally.

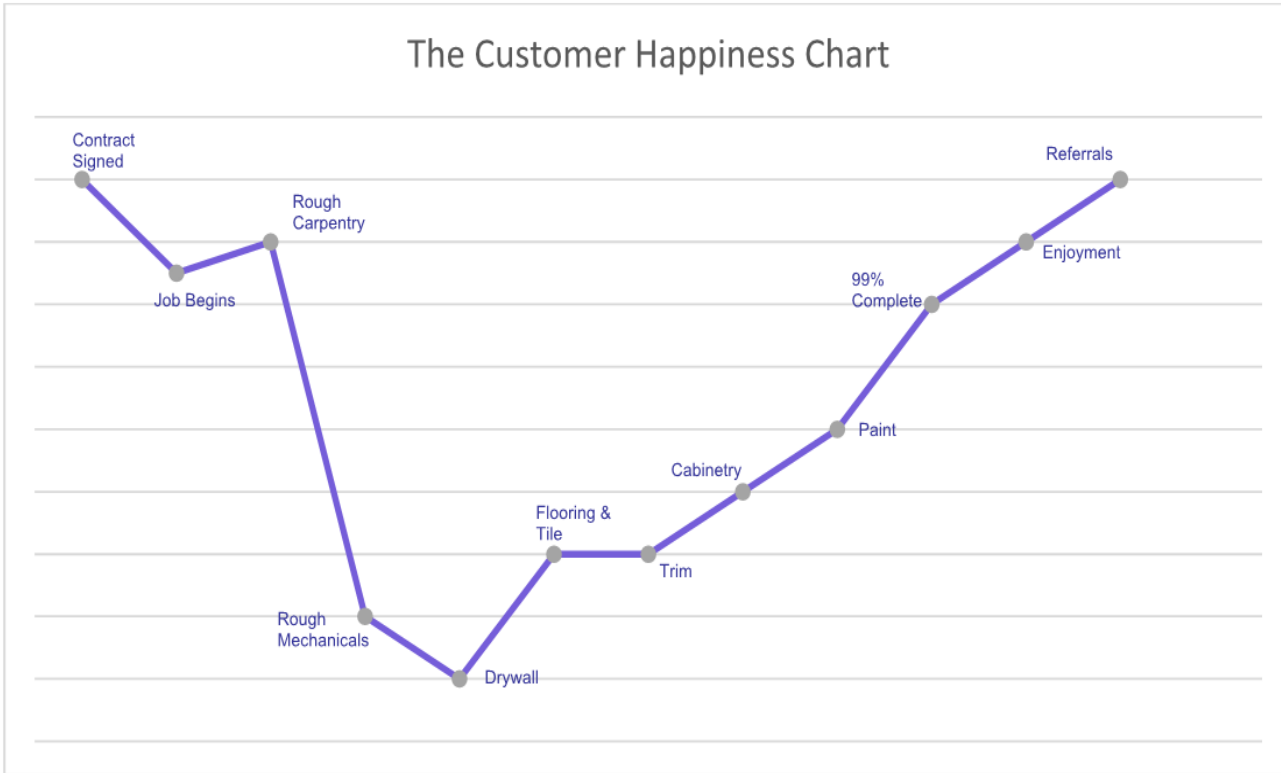
We want you to feel supported and informed during the construction process so in addition to communicating with your Production Team through Builder Trend and weekly phone updates, you will always have access to our Management and Accounting Team by phone if you have any issues, questions or concerns that you may feel are not being addressed.

The Customer Happiness Chart

Happiness



Frustration



Length of Job



Home renovations can be a long, emotional and sometimes stressful adventure. Historically, there tends to be a roller coaster effect in terms of your satisfaction and happiness during the building process. After getting through Design, Selections, and Contract signing, the job finally begins, and you will most likely feel thrilled to have the project underway. This feeling usually continues through demo and framing, as you begin to see progress happening. You may begin to feel a bit frustrated as we move into rough mechanicals as this phase tends to be lengthy and it appears as though not a lot of progress is being made, but this is a very important phase as plumbing, electric and HVAC are beginning to be installed. Satisfaction continues to dip through the drywall phase because again, it is a lengthy phase and tends to be a bit messy and you may not be able to visit the site during this phase. Satisfaction begins to steadily rise as we move out of drywall and into the next phases where your selections begin to be installed and the space really begins to take shape and begins to feel like your home again. Our goal is to have you feel the same level of happiness and satisfaction at the end of your project as you felt when we began. This is achieved through good communication, the setting of realistic expectations and delivering what we promised. We hope that at the end of the project, we have gained a friend and a referral!

DOUGLAS & COMPANY

Management Team



Douglas Catts
President



Kelly Kalb
VP Operations



Stephanie Frey
Production Manager



At Douglas & Company, we realize that you have many options when it comes to choosing a contractor for your renovation or remodeling project. Our goal is to use our expertise to take the uncertainty out of what can be a stressful, inconvenient and sometimes scary process and provide you with the pleasant and exciting experience that transforming your home should be. Your trust is important to us, and we don't take it lightly. We strive to make sure that at the end of each project you are not only completely pleased with the finished product but that you want to share your experience and refer Douglas & Company to friends and family. We feel fortunate that we are able to do what we love everyday, which is to create beautiful spaces and happy clients! We look forward to working with you.

- The Douglas & Company Team

