



# WHAT SETS ONE KITCHEN REMODELER APART FROM ANOTHER

One of the biggest questions of our industry is **how to choose a remodeling contractor** and what sets one kitchen remodeler apart from another? Here are the key facts to take into consideration.

At Titus we believe the easiest way for us to help a customer understand why one price is low and one price is higher is pain!

There will always be some level of stress (or pain) and inconvenience associated with a residential remodel project. The question is how much you want to struggle through the project and how involved do you want to be in running the project.





FIRST, understand the process to get from initial meeting to the actual start of construction.

There should be an initial discussion about your needs, wants, and wishes.

Hopefully you, as the homeowner, have collected some pictures of things you like, and you have thought through the must haves of the project.

Someone interested in minimizing your pain will take all this in and listen to you. They will take plenty of notes and pictures. They will take down all existing dimensions and review things such as the status of the electrical panel and plumbing.

**An indication that there could be unnecessary pain involved is a contractor that doesn't take pictures or measurements during the initial visit.**

This should be followed by a preliminary scope of work re-stating what you discussed and all the items including allowances that are included. There should be a preliminary price range quoted at this point so both the homeowner and contractor understand the budget. Your needs should always be included with your wants and wishes offered as options.

**Second indication that there could be unnecessary pain involved, you receive a fixed bid at this point without any drawings, final selections, site visit by the subcontractors, etc.**

This is like putting a puzzle together with the pieces upside down. You have no idea what it really looks like and how the pieces will be going together without complete drawings and scope.



If the scope of work fits the budget, then set up an open house. To make sure you eliminate as many of the surprises (and surprises are a MAJOR source of pain for both the contractor and homeowner) you need to have the professionals out to help discover potential problems.

To get accurate pricing that is fair to both parties, bid is necessary.

Additionally, this process helps fine tune the scope and details of the projects. Quality Subcontractors often bring up questions that lead to a better more complete project.

**Pain comes when the contractor uses purely the, “I’ve done this before approach.”**

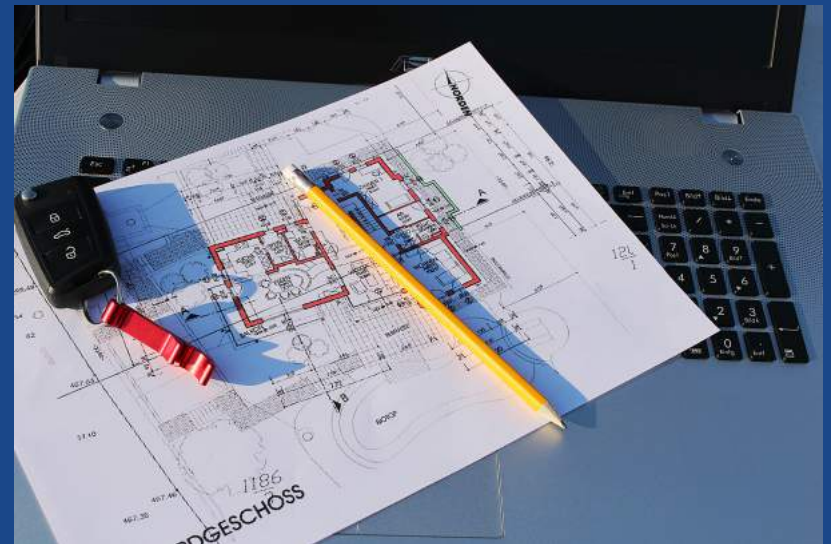
(Please note that if your job is simply a cabinet change out with new cabinets, tops, appliances, and fixtures ALL in the same place an experienced contractor may be able to give you a fixed bid without subs visiting but selections are critical to make sure what you like and what they allow are in line)

**A final proposal should be presented,** with full selections, and a final plan for the homeowner to sign off on.

The proposal should not be a vague short document with simple “as drawn” statements unless the plan contains ALL construction information with electrical and mechanical drawings.

Each heading should describe what work is being completed (Headings being things like; demo, framing, electrical, plumbing, HVAC, insulation, etc.). There should be a fixed cost stated, a fair payment schedule, and description on how change orders are handled so there is no confusion or frustration if these do come up.

There are other things that will help make your job run smoothly.



These things will probably add a little bit to the overall cost, as they cost money to produce, but will help you avoid some of the pain of the process as well as stress;

- Is there an office you can go to meet and work through selections, drawings, plan review, questions, or construction meetings?
- How does the contractor manage their jobs?
- Do you have an assigned project superintendent or lead carpenter?
- How many jobs do they run? How often do they meet with you?

For example, if our clients are available we prefer to do a short weekly construction meeting to discuss what has happened so far, what will be happening over the next few weeks, are we on track schedule wise and are there any change orders or obstacles we have run into.



## Other questions you should ask:

- Does the contractor use an actual schedule and scheduling software to manage their jobs that you can see and access?
- Do they use any type of construction software?
- What is available through that software?

As an example, at Titus contracting we use **Builder Trend Construction Software** for everything related to your project. Schedules, change orders, financial information (invoices, credits, current balance, remaining balance, etc.) and all communication so it stays in one place where we can all see it including pictures of the progress of your project.

You will also want to ask: **How accessible is management if you have an issue?**

If you are dealing with a one man show you will probably save money. However, they will more than likely struggle to manage more than 1-2 projects as they are wearing all the hats (planning, accounting, project management, close out, etc.)



Also, if you have an issue it is between you and them. We find that in the process of remodeling, it can become stressful. Sometimes people do not see things eye to eye.

Project Supervisors are dealing with more than one project and sometimes they can only see things from their view point. At Titus, our management team is very accessible and WILL help work through issues, if there are any, to make sure they are remedied quickly and correctly.

**The bottom line is, based on our experience, there is a direct relationship to the markup/total investment and the pain of a project.**

Each homeowner must make their own determination on how valuable it is to save money versus the contractor that supplies a well-managed and organized project. More than likely the more you save, the more you will be involved in managing your project and working hard to make sure your project turns out the way you expected.

Our desire is to offer you the most pain free remodeling process we can while turning the dreams you have for a project in to reality.

# The Titus Contracting Difference



Titus is a design-build firm.

A design-build firm is the sweet spot where the roles of general contractor, interior designer, and architect overlap.

Instead of having 2 or 3 contacts for your home renovation, when you work with a design-build firm, you have one.

One team that can design, coordinate, and execute your build with clarity and precision.

One team to touch base with. One team responsible for delivering expert results from start to finish.

**Call the team at Titus for a complimentary remodeling consultation on your dream project. 952-746-7817**

## OUR REMODELING PROJECTS INCLUDE:

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[Room Additions](#)

[Basements](#)

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