

# Who, How, What, Why, Where, When

Key Points to Know now that the Home Improvement Agreement is Signed

## Who:

As a design-build company, Titus provides a seamless approach from start to completion when it comes to scope, design and execution for your project. With one company providing all steps we ensure an accurate product, an on-time schedule that will be in budget.

## How:

How do we create this seamless project with you? We utilize the online software [www.buildertrend.com](http://www.buildertrend.com) to capture your signed scope contract, your approved selections & drawings and your construction schedule of events.

## What:

What is Buildertrend (BT)? You have already been introduced to BT by logging in to pay a deposit, communicate, or approved your selections. This online software is the ONLY way we communicate your project to the world. The world being, you the client, Titus team members and all the vendors associated with your project. Everyone understands and trusts what is approved in BT with scope, materials, finishes and install methods because it is the ONLY vehicle of information.

## Why:

This is a great question as it's the basis for why we use the BT software

1. From your discovery meeting through two contracts into construction we have a lot of conversations, ideas, and changes. BT captures the final decisions and illustrates your expectations on what the project will look like and the cost of the project. We use this software to hold floor plans, tile drawings, paint colors, tile photos, etc.
2. We have one central location where all the information is held that conveys the same message to all team members.
3. Your complete understanding of each selection, drawing, scope is how we order and execute your project.
4. Before we begin your project, all the selections are completed and signed off on in BT. This allows the schedule to run smoothly and provides you a great amount of comfort as we are not chasing down selections at the last minute.
5. By completing the selections in advance, when something happens (a back order, arrives broken) we can react as quickly as we can to remedy the problem.

## Where:

Where do I go when I question on what's been installed or will be installed or I forgot what I picked out, or need to see my paint color so I can purchase a pillow or towel? BT is your first stop to all information. Because the scope of work and selections were read, reviewed, understood and approved you can trust what is listed in BT to be true.

## When:

When I want to make a change from what I signed off in BT what happens? That's ok, we are partners to discuss these opportunities knowing they may have impact to the construction schedule and the pocketbook. Our first step will be to ask 'why' so we can really generate the right solution. Once we know why you are requesting the change we will do our best to accommodate or discuss the ramifications. Once we have an option, we will use the BT Change Order Process that will cover the following: identify the effects to the calendar, provide the add on cost to the project, full describe the change, selection, install method exactly to illustrate we have listened to your need and so our vendors know how to execute. This Change Order, once released, will need your approve within 24 hours to no further push your project completion date

PS: Titus thanks you for working with us on your project! We truly enjoy each and every project, client, detail because remodeling focuses on you. The sign off on Buildertrend.com is hard and it takes time because it is a contract, it's the vehicle in how we will create the best experience for you, for Titus and the multiple vendors. We are here to help you through it.

Signature/Date: \_\_\_\_\_

