

CUSTOMER JOURNEY



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INITIAL CONTACT

Discuss your project as a whole
Establish goals and key values you have for your project
Discuss early stages of budget. What is your comfortable budget range for the project?

2

HOME CONSULTATION

Discuss in depth your goals and values for the project
Understand your 'why' for the project
Take rough measurements and pictures of the space

3

PRELIMINARY BUDGET CONSULTATION

Provide an estimated rough construction budget range for the project +/- 20%

4

PRE-CONSTRUCTION PROPOSAL

Discuss project with Designers, Architects, Engineers and create scope of work for initial design
Present client Pre-Construction Proposal for all preliminary work required

5

PRE-CONSTRUCTION AGREEMENT CONTRACT

Sign Pre-Construction Agreement contract and accept initial start-up deposit

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PRE-CONSTRUCTION WALKTHROUGH

Client Pre-Construction checklist
Update and finalize construction schedule
Site meeting and introduction with the Site Supervisor discussing the scope of work and communication expectations.

9

RECEIVE PERMIT

Sign all paperwork and pay city fees for release of building permit

8

PERMIT APPLICATION

Submit complete Building Permit Application on behalf of the client

7

CONSTRUCTION AGREEMENT CONTRACT

Enter into formal construction contract
Create initial baseline schedule for the construction phases
Provide client access/login into CR software
Material Ordering

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DESIGN & CONSTRUCTION PLANNING

Facilitate meetings and correspondence between the client and the key parties; Designers, Architects, Engineers to create the client's vision onto paper
Create and finalize Building permit plans including Architecturals, Structural Plans and Design Plans (if required)
Host a "Trades" Day to walk key trades through the site and finalize their scope of work
Propose a formal construction budget proposal based on all design, scope of work created

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CONSTRUCTION BEGINS

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REGULAR SITE MEETINGS

Schedule biweekly site/office meetings to review and discuss project as it moves through schedule
Review client selections for specific material/finishes

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SUBSTANTIAL COMPLETION WALKTHROUGH

Client substantial completion checklist
Walk through project with client and make initial deficiencies list

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PROJECT COMPLETE

Complete client substantial completion deficiencies list and obtain sign off
Hand keys over
Homeowner welcome package

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WARRANTY PERIOD

Provide client warranty documentation and service request process
1 Year all inclusive warranty on all projects
2-5-10 year warranty on large projects/new homes with Travelers Warranty

For a further depth look at each stage of our process, please visit our website at www.sayerscontracting.ca/process