



TS RENOVATIONS · CLIENT PROCESS GUIDE

What to Expect

From the First Conversation to the Final Walkthrough

Here's how a project with TS Renovations comes together. A renovation has a lot of moving pieces. We work through the important decisions before construction begins, so when it's time to build, you know what the plan is, what you've chosen, and what to expect next.

AT A GLANCE

The First Visit → **Pre-Construction** → **The Build** → **How We Bill** →
The Reveal → **After the Project**

STEP 1 · THE FIRST VISIT

We Come to You

Every project starts with an in-home visit. We want to see the space, hear what you're looking for, and understand what you care about most. We'll ask questions, talk through the possibilities, and get a feel for what the project will involve.

The more we understand about your project, your goals, and your target budget, the more useful that initial investment range will be.

After the visit, we'll provide an initial investment range based on what we've learned. It's a starting point that becomes more defined as we move through pre-construction. We'll also provide a pre-construction agreement to get that phase underway. The cost depends on which of our three pre-construction options is the right fit for your project.

TIP

Our online Estimator is a good place to start before the visit. It gives you a better sense of the costs and choices involved and can help you come prepared with questions.

STEP 2 · PRE-CONSTRUCTION



The Details Are Worked Out Before Construction Begins

Pre-construction is where we develop the project in detail. The level of design and support depends on the option you choose.

Full Service

This is our most hands-on option for clients who want our help with design and selections. We work through layouts, materials, finishes, fixtures, and other details with you and coordinate those decisions into a complete plan for construction.

Advisory

This option is for clients who want to take the lead on their own selections but still want guidance along the way. We connect you with vendors we trust, establish budgets for each category, and help make sure your choices work with the project and the overall budget. If you're working with your own designer or architect, we'll collaborate with them throughout the project.

Construction Only

This option is for clients who already have their plans, selections, and materials worked out. We'll review everything with you, make any adjustments needed to align with how we build, and take it from there.

Whichever option fits your project, the goal is the same: to have the scope, plans, selections, and budget clearly defined before construction begins. Permitting is handled during this phase as well, with requirements varying from town to town.

We ask for this level of detail up front because it helps you as much as it helps us. The clearer the plan, the smoother the build, and the better the experience once construction starts.

STEP 3 · THE BUILD

You'll Know Where Things Stand

Before work begins, we'll meet with you onsite for a construction kickoff. Your project manager and lead carpenter will walk through the schedule, scope, site setup, and what to expect as work gets underway. A designer will also be involved on projects that call for one.

The day-to-day details of having a crew in your home, including work hours, dust protection, parking, storage, and site setup, are covered in *How to Prepare for a Renovation*.

Your Project Team

Your project team includes a project manager and lead carpenter, with a designer involved on projects that call for one. Your lead carpenter is your day-to-day point of contact on the jobsite and can answer the questions that come up as work progresses. Questions involving design changes, scope changes, or anything they can't verify onsite can be directed to your project manager or designer.

Your Client Portal

Your client portal is where everything for your project lives: your schedule, estimates, change orders, invoices, selections, documents, photos, and project communication. It's all in one place, available whenever you need it.

Selections

Your selections are organized in the portal and tied to your project budget and allowances. You'll be able to see what's included and what a different selection would add.

If Something Changes

Plans can shift once work is underway. We may uncover something once work begins, or you may decide you'd like to make a change along the way. When that happens, we'll talk through the change, price it clearly, and get your approval before moving forward. Every change gets your sign-off first.

Communication

Your project manager will check in onsite at the end of each week or at key project milestones. We'll also talk through an update schedule that makes sense for you. If you're onsite and seeing the progress firsthand, a weekly update may be all you need. If you're not onsite, daily or twice-weekly updates can help you stay connected to what's happening.

STEP 4 · HOW WE BILL

Clear From the Start

Once construction starts, billing follows a clear, consistent rhythm. We track the project budget as the work progresses and can keep you updated on where things stand. Your invoices and payment history are available anytime in your client portal.

Weekly Invoicing

No deposit to get started. During construction, we bill weekly with a detailed invoice showing the work completed and costs incurred during that billing period. You'll see labor, materials, and other project costs reflected in each invoice.

Change Orders

Approved changes are invoiced separately. This allows us to track the original project and any approved changes separately, so you can see where things stand throughout construction.

STEP 5 · THE REVEAL

The Final Walkthrough

As construction wraps up, we'll walk through the finished space with you, go over the details, and take care of anything that needs attention before we call the project complete.

After watching your space come together over the course of the project, it's pretty special to look back at where it all started. We'll bring the before photos along so you can see the full transformation.



BEFORE



AFTER

STEP 6 · AFTER THE PROJECT



We're Still Here



Every project we deliver carries a one-year workmanship warranty. See *Our Warranty* for the full terms.

We also recommend exploring our *Care & Maintenance Guides* to help maintain your new space for years to come.

The project may be complete, but we're not far away. We're here if you have a question, need some guidance, or start thinking about what's next. We hope we'll have the chance to work with you again.



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