



## **GT Building Corp. Customer Packet**

At GT Building Corp, we are excited to work with you to help this idea become your reality. We pride ourselves in quality work and clear communication because we value not just your project but also keeping you informed and involved. Enclosed is a flowchart that shows the process that projects with GTBC generally follow. At any time, we welcome your questions, concerns, and feedback on this process and our work.

The steps explained include:

- Bidding
- Design
- Contract
- Pre-Construction Meeting
- Contract Work
- Changes to Contract Scope
- Additional Work
- Substantial Completion

Understanding the process, how changes and additions are made, and how projects finish up will help make this experience less stressful and more transparent.

Thank you for looking to GT Building Corp to work with you on your project.

*Greg Tatnall and GT Building Corp*

## **Preliminary Budgeting & Design**

*When customers approach GT Building Corp, they are typically in one of two places. They may have architectural drawings and are looking to have someone do the work, or they may be in the very early planning stage and need help through the entire process. When there are completed architectural drawings, GT Building Corp is happy to provide a complete estimate based on the plans and discussions with the customer.*

*If the potential customer is in preliminary stages of design, GT Building Corp can help guide the customer through the entire process, providing a design/build service. In this case, GT Building Corp would provide a preliminary budget to ensure everyone is on the same page in terms of scope. At this point, an architect can be brought in or GT Building Corp can do the design work for a set fee. When using GT Building Corp for design work, the plans are the property of GT Building Corp until a contract is signed for construction services. This is for liability reasons.*

## **Final Budget & Contract**

*Upon final design, GT Building Corp will develop a final budget for the project, working out all of the final details of the work scope. Upon agreement on the final budget, GT Building Corp will create a contract for the project and a deposit percentage to be received at the signing of the contract, typically 15%-25% of the overall budget. The contract will give an approximate start date and duration, as well.*

## **Construction**

*This is where things get exciting. GT Building Corp will give you a detailed schedule of what to expect and when. You will be given a chart laying out items that you need to choose and when they need to be chosen by. You will always be told what and when things are occurring on your project. There will be occasional construction meetings called by GT Building Corp with reasonable notice during normal business hours. These meetings require attendance by at least one designated decision maker. Payment schedules laid out in the contract will require payment prior to certain parts of the project commencing. As the project comes to a close, a Completion List will be created by GT Building Corp and the customer that includes everything left within the scope of the project. Once created, work is not added to this list. Any more items arising will be considered warranty items and will be addressed during the warranty period. GT Building Corp will always keep the customer informed if anything is going to step outside of the original scope. We will not drop things on customers without advanced warnings.*

### **Changes of Work (CWOs)**

*This includes changes to work that are within the original scope of the project. A Work Order will be filled out so that you understand the impact this change of work will have on cost and schedule. Payment for CWOs is due at the time of the Work Order being signed, before that work has begun.*

### **Additional Work (AWOs)**

*This includes work that is separate from the original scope of the project and has no direct effect on the original scope. If something comes up that you want in addition to the original scope, an Additional Work Order will be filled out so that you understand the impact this additional work will have on cost and schedule. Payment for Additional Work Orders is due at the time of the Additional Work Order being signed, before that work has begun.*

## **Substantial Completion**

*When the Completion List has been fulfilled, the project has reached Substantial Completion. At this point, final payment is due and the one year warranty period begins. Any further work is considered warranty work and will be addressed once final payment has been made.*