



Renovating The SOSNA Way™

1. **PHONE CALL.** We begin our relationship with a 20-minute phone call to learn if we are a good fit for each other. During this time, either one of us can say that there is no reason or interest in moving forward together. If, on the other hand, we feel there is a good mutual fit, we will set up a Discovery Meeting in person.
2. **DISCOVERY MEETING.** This is an in-home meeting with you to review your ideas, wishes and investment amount you are comfortable with. If during this meeting we discover that there is a good match between what you are looking for and what SOSNA offers, we will need to decide at the end of the meeting if it makes sense to proceed with a Go or No-Go Meeting (if needed) or start the Design and Pre-Construction Planning process.
3. **GO OR NO-GO MEETING.** This meeting takes place in our Office. Before this meeting we will prepare a preliminary budget for what can be achieved within your investment amount. Our preliminary budget at this point generally accounts for your final investment within a 20%-30% range. At the end of this meeting, we typically decide if it makes sense for us to part our ways or move forward with the Design and Pre-Construction Planning process.
4. **DESIGN.** The goal of this stage is to find an ideal match between your investment amount and what you wish to achieve with the new vision you have for your home. This stage is comprised of 3 elements:
 - a. **Design Layout & Selections.** You are matched with one of our in-house Designers who works with you to develop the best possible Design Plan considering your budget and your requirements. Your Designer provides knowledge and guidance to you to help you select all the Finishing materials & Fixtures needed to bring your vision to life.
 - b. **Forensic House Inspection.** Our Production Team (engineers, specialists, and trades) conducts inspections to discover obstacles that may impact either the Design elements you've chosen or the investment budget you have so we can eliminate unpleasant surprises during construction.
 - c. **Estimating & Scoping.** During this stage, we are preparing detailed drawings and a thorough scope of work with a comprehensive list of all materials. We are busy collecting quotes and estimates from vendors.
5. **RENOVATION AGREEMENT.** We meet again in your home to review our accurate Fixed Price Quotation, Renovation Agreement, and Construction and Payment Schedules. If everything is acceptable and you are comfortable authorizing the Agreement, we will schedule the work.
6. **PRE-CONSTRUCTION MEETING.** Approximately 2-3 weeks before construction starts, we introduce you to the Sosna Project Manager we have identified as the best match for your renovation and your family. A thorough Scope of Work and associated logistics are meticulously reviewed and discussed during this meeting. Final details are fine-tuned, and your questions or concerns are addressed.
7. **CONSTRUCTION.** In addition to a dedicated Project Manager, you will also be assigned a dedicated Site Supervisor, who is solely focused on your project until it is complete (the Site Supervisor does not work on other renovation projects while working on yours). You can expect our crew to arrive EVERY day at 7 am sharp, Monday to Friday. You will rest easy knowing we have regular Progress update meetings during this time, and you have access to our Project Management System where you can see your project Schedule, daily logs from your construction team, and daily progress photos.
8. **PRE-DELIVERY INSPECTION.** A week or so before we are complete with your renovation, your Supervisor invites you to review our work. They walk around the renovated area with you and thoroughly review everything in minute detail. Any possible deficiencies or outstanding items get noted and are entered into our quality process management system for completion BEFORE Final Walkthrough.
9. **FINAL WAKTHROUGH.** Once our work is finished, your Sosna team meets with you in your new space so we can see our work through your eyes and celebrate with you! This also officially marks the beginning of our warranty period and your addition to the Sosna family.
10. **WARRANTY & SUPPORT.** We provide a 2-year warranty on all our labor and materials. All warranty requests are addressed within 2 business days; or immediately if they are urgent. Every service call is an opportunity for us to remind you what a smart decision it was for you to hire Sosna. We hope that you will spread the word about us in return.

The Design stage typically requires an investment from you of 3% to 5% of the preliminary budget, which will be credited against the construction cost should you authorize us to do the work.

Welcome to the Sosna family! We consider you a client for life and will help you with any project or service in the future, no matter how big or how small, and always with preference in our schedule.