



"Renovating The SOSNA WAY™"



SOSNA PROCESS

1 Phone Call. We begin our relationship with a 15-minute phone call to learn if we are potentially 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 your home.

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 Feasibility Study or start the Design and Pre-Construction Planning process.

3 Feasibility Study (optional). This service helps if it's difficult to estimate your project or if you want to explore multiple options. We guide you on what's possible within your budget and the investment needed to achieve your goals. From experience, we've found that clients' budgets often don't cover everything they want. The Feasibility Study clarifies what's realistic, outlines options, and estimates costs. We start by laser measuring your home, creating drawings and a 3D Virtual Tour. Understanding the entire home ensures that changes won't negatively impact other areas. Our Designers, Estimator, and Project Manager then explore different options and potential challenges. We present several design options, each with a detailed scope of work and estimate, and review them with you to find the best fit. Our goal is to choose the right option and proceed with planning, but if no option fits, we part as friends. You'll leave with a clear understanding of what's achievable, avoiding the risk of starting an unrealistic project. A CHMC study shows that 19% of couples consider divorce during major renovations. Our Feasibility Study helps avoid this by ensuring a realistic project.

The service costs \$2,500 + tax, which is credited back if we proceed with construction.

4 Design. This stage is designed to find an ideal match between our client's investment amount and what they want to get. This stage, is comprised of 3 elements:

- **Design Layout & Selections.** Our in-house Designer works with the client to develop the best possible Design Plan considering the budget and client's requirements. Designer educates and guides our clients to help them select all Finishing materials & Fixtures.

-**House Inspections & Value Engineering.** Our Production Team (engineers, specialists and trades) will conduct inspections to discover obstacles that may affect Design elements and budget to avoid unpleasant surprises during construction.

- **Estimating & Scoping.** Detailed drawings and a thorough scope of work with a comprehensive list of all materials are being developed during this phase. Quotes and estimates are being collected from vendors

This service typically requires an investment of 3% to 5% of the preliminary budget, which will be credited against the construction cost should our clients authorize us to do the work.

5 Renovation Agreement. Once we figured out all details of the project, we will meet to review our accurate fixed price quotation, Renovation Agreement, Construction and Payment Schedules. If everything looks good and our clients are comfortable authorizing the Agreement, we will schedule the work.

6 Pre-Construction Meeting. Approximately 2-3 weeks before construction starts, our clients meet a Project Manager assigned to their project. Scope of Work and logistics are thoroughly reviewed and discussed during this meeting. Final details are fine-tuned and questions or concerns are addressed.

7 Construction. Each of our projects has a dedicated supervisor, a person who is assigned to the project and has no other jobs to go to until the end. Even though we do employ some specialty subcontractors, most of the work is done in-house, by our employees. They are highly trained, licensed and experienced tradespeople that have been with us for years. They take pride in what they do. They take their time to do the work properly without cutting corners. They do not have an incentive to finish sooner and run to another job.

8 Final Walkthrough. Once the work is finished, our Design, Sales & Production team will meet our clients to review our work and celebrate. This is when our work gets officially completed and our warranty starts.

9 PDI Meeting (Pre-Delivery Inspection). A week or so before the project completion our supervisor invites our clients to review our work. They walk around the renovated area and thoroughly review everything in great detail. Any possible deficiencies or outstanding items get noted and entered into our management system.

10 Warranty & Support. We provide a 2-year warranty on all our labor and materials. All warranty requests are addressed within 2 business days, unless they are urgent. Every service call is an opportunity for us to remind our clients what a smart decision it was to hire Sosna. We hope that our clients would spread the word about us in return. That's why Warranty work is an investment for us, not an expense. We value each & every client we have ever had and consider them to be clients for life. We know how hard it is to find a reliable contractor to do a small job around the house. We will help them with any project or service in the future, not matter how big or small and give them preference in our schedule.