



# What is a Professional Remodeler?

H1: 1292 Castle Ct | Designer: Amy Hinck

Project Type: Kitchen

Castle's professional approach stems from the understanding of how difficult it can be for our clients to live through a remodeling project, as well as the emotional roller coaster ride that remodeling can cause. We believe how our clients' experiences are managed is as important as, if not more important than the actual finished remodeling product.

Castle Building & Remodeling utilizes a unique team approach that provides experts to assist you in each phase of the remodeling project. Many remodeling companies rely on one associate to help their client through the sales, design, estimating, and project management phases of a project. In contrast, Castle Building & Remodeling uses a team approach that pairs an experienced Castle Interior Designer with a Castle Project Manager. You will begin by working with a trained Interior Designer who helps you plan the space and make selections that match your taste. After this phase, the team works together to create a detailed set of specifications and proposal. During the production phase, a Project Manager becomes the eyes and ears on site to ensure that the project is executed as planned. Because our team approach requires more hand-offs and more management of details, Castle has created an industry-leading system to retain control over the process. Some examples of the professional systems and practices Castle uses can be found below.

## **Mobile Communications:**

We realize communication is at the core of our business and have invested in the best technologies and tools. Each Castle Project Manager is equipped with a smart phone and tablet computer. This unique technology allows instant access to client and trade partner information and ensures clients can reach their project manager.

## **Detailed Specification:**

Our detailed specification serves as a road map for the project and has proven to be extremely reliable and accurate. This system leads to improved communication and helps our clients and craftsmen to deliver an as-designed project with less problems and re-work than our competitors.

## **Design & Planning System:**

Castle's system of building the project in a 3D computer-aided design program before physically building the project removes the mystery for many homeowners. The

ability to see the project in 3D before construction eliminates the need for our clients to be able to read blueprints and also leads to extremely accurate estimates. With detailed plans and even more detailed Line-Item Specifications, Castle's clients have very few surprises during the project.

## **Change Order System:**

Our documented change order system is easy to follow and leads to accurate tracking of additional costs and credits. Change orders can be e-mailed for review and convenience.

## **Contractual Documents:**

Castle's professional and balanced contractual documents protect both parties involved.

## **Building Performance**

**Guidelines:** Castle provides all clients with a very thorough set of building performance guidelines that clearly lay out what to expect from your home and what to do if a warranty issue arises.

**Job Start Binder:** At the start of large projects, Castle's clients receive a 3-ring project binder with information on the care and maintenance of the products used in their project. The Job Start Binder also provides a place to keep plans, invoices, change orders, and other project materials. This binder is designed to answer questions before they arise and helps to keep the myriad of project paperwork organized and tidy.

## **Educational Resources:**

Over the years, Castle has built a library of educational resources relating to remodeling and older homes. Our in-office library was started to help educate employees but is open and available to the public and clients. We believe in education and have educational resources available on our website as well.

**Lifetime Warranty:** Castle's long-term view of serving the client and building a lifetime relationship differs

from many contractors who are just trying to survive and only offer the state mandated warranty. Our philosophy is to do things right the first time. Castle's one-of-a-kind lifetime warranty encourages quality from the start and guarantees that if there is a problem with workmanship, it will be fixed.

## **No Unforeseen Change Order Guarantee:**

You can sleep well knowing that there will be no unforeseen or unexpected costs for your project. Because Castle Building & Remodeling plans so thoroughly we can actually guarantee this. Compare this with many companies in the industry that utilize a system based on allowances that fluctuate wildly after the contract is signed, leaving clients unsure of project costs and unable to plan financially.