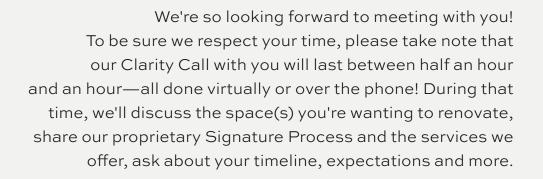


CLARITY CALL AGENDA Signature Home Services—Loving Your Home Starts Here



Your "homework" leading up to this meeting is to review the questions we believe everyone should ask, then add your own to the list so we can talk about your project while getting a feel for your top concerns.

You'll quickly get a sense of who we are and what we stand for because it's our goal to provide you with the renovation experience that keeps you loving your home as long as you're in it. This meeting is the first step in taking the stress off your shoulders and making your Signature Experience a reality.



WHAT WE'LL COVER



OUR *return on enjoyment* DESIGN + BUILD PROCESS

Signature Consultation

After your Clarity Call with our team, we come out for an in-home consultation to talk more about your vision, needs, timeline and budget. We see your space and get an even better feel for your likes and priorities. Any questions we didn't address in the Clarity Call are answered here, and by the end of your consultation, you won't just know if you want to work with Signature Home Services—you'll feel it.

Signature Design

Once the Design Agreement is signed and paid, we visit your home to take extensive measurements, and you make your selections. The process is as easy for you as saying "yes" and "no" when you love something (or don't), then our team presents you with 3D renderings of your remodel, based on our measurements and your exact design selections.

Signature Remodel

When we're all satisfied, we sign the contract and get right to work. At Signature Home Services, we pride ourselves on keeping the cleanest and safest job sites while we work in your home. We even give you daily updates on work done, delivery status, and more. This is where our detail and experience really show, because soon, you'll be loving your home in ways you never knew you could.

LOVING YOUR

RETURN ON *enjoyment*

Loving your home is about how your home makes you feel...ensuring every room brings you joy, comfort, and pride, and reflecting your unique style.

OUR PROPRIETARY *Sígnature* PROCESS Return on Enjoyment is about the value you get from living in your home, ensuring the investments you make increase the convenience, satisfaction, and comfort of each space.



Next Steps

After your Clarity Call, we'll decide together if it makes sense to go forward and what the investment for the design phase will be. We determine if our services are a good match for your priorities and expected outcome.

Once it's decided to start your Signature Design, we'll go over in detail what that will look like and what you can expect.

You've already invited us to talk openly with you about the dream renovation that means so much. That's the right start to what will be an unforgettable collaboration! Our goal is to guide you to the satisfaction of truly loving your home...now, and as long as you're in it.

RobMathews & Robín Burríll





List out any questions you'd like to ask us.

Must-Ask Questions

- How can I make sure my renovation project is finished on time and on budget?
- What is a design/build renovation company and what are the advantages versus using a general contractor?
- What's different between interior designers and interior decorators?
- May I have a list of references for projects you've completed which are similar to mine?
- What types of insurance do you carry? Why is each important to me?
- Are you a member of a national trade association?
- How do you keep up with building technologies, trends, etc.?
- Does every renovation job need a permit?
- Who will take care of whatever permits are needed?
- What area should I plan to invest the most in for my remodel?
- Do you provide clean-up and debris removal during and after finishing a renovation job?
- Where are the dumpster and port-a-potty placed?
- How do you pay people who work for you? Can we speak to someone that works for you to get their opinion on working for your company?

Didn't-Think-To-Ask Questions

- Have you or your team members been certified in renovation or interior design, or had any special training or education, such as earning a Certified Remodeler (CR) or CGR, or RID, NCIDQ, or CAPS?
- Do you have a contract with all the subcontractors that you work with and require them to sign waivers for all payments received?
- How and where can I see the results of actual clients from previous projects?
- What is your warranty guarantee?
- How do I receive care and maintenance instructions at the end of my project? Do I get before, during and after pictures of my project?
- Are you a Lead Certified Renovator from the EPA (as required by law) with staff that are certified also? (This is very important for homes built prior to 1978.)







MY Questions	List out your priorities before our meeting	
MUST-HAVES	NICE-TO-HAVES	WIN-THE-LOTTERY HAVES
	For couples, ensure your appointment is set when you and your spouse can both attend. Getting thoughts and priorities from you as a team is essential—if you aren't both able to attend this consultation, let us know so we can reschedule.	