

Client Information Packet





Welcome to North Georgia Design + Build

We are a team of designers and builders serving the greater Atlanta area to create custom new homes, renovations, additions, and exterior living spaces. We believe that combining the expertise of both designers and builders into one coherent team ensures that our clients experience a seamless process from concept to completion. This approach also adds the benefit of accurate pricing and timelines throughout the process as we work together to create your dream spaces.

North Georgia Design + Build was founded in 2001 and has provided the north metro area with quality renovations and remodels for the past 2 decades. We have always been one hundred percent referral based as we believe that quality work and integrity are our best advertisement. In 2018, we evolved into a design + build firm in order to provide our clients with an even more complete service package. This evolution has been received with resounding positive feedback from our clientele.

Our design + build process consists of two main phases. During the *design phase*, our team of designers will listen to your specific wants and needs for your project, then create a custom design for your new space through visual renderings, layouts, and architectural drawings. Once you are fully satisfied with the conceptual design, our team of licensed builders will make the design a reality. During the second phase (*build phase*) our designers continue to serve as a liaison between the project manager and client to ensure that the design is executed properly and to communicate any changes, stage materials, and manage the process.

Invariably, home construction projects come with a myriad of decisions and details that can often cause stress and anxiety. Let our team of experts help you navigate these challenges while saving you time and money on costly mistakes. We can anticipate and resolve many of these issues so that you never have to think about them. By following our proven linear design process, the vision for your home can become a reality without all the stress, and your home can be a space to create memories for years to come!



Design + Build Process, Step by Step

Phase 1: Project initiation

Step 1- Initial meeting with Jesse Battaglia, Owner, in order to determine if the project is a good fit and to establish an initial expected budget range.

Step 2- Design Consultation with the lead designer. This is an approximately 2 hour consultation where we take initial measurements, photos, and input from the client on their desires for the space. We then outline a plan to move forward.

Step 3- Design Contract is presented to client and approved to move forward.

Phase 2: Conceptual Design

Step 4- Design and Execution of renderings. Final measurements taken. Collaboration between designer and builder to confirm feasibility and specifications of design.

Step 5- Design renderings presentation and review with client.

Step 6- Revisions, (more than 2 sets of revisions may incur additional rendering fees). Final build proposal created based on final design.

Phase 3: Build Contract and Project Commencement

Step 7- Build contract revisions (if needed), approval, and project scheduling.

Step 8- Final Design and Documentation. This step involves final build ready design drawings, finish selections, material selections, and gathering permit documents and submittals (if required).

Step 9- Permitting. This phase (if applicable) is different in every municipality. However the average permit can be received within 4 weeks.

Step 10- Final Presentations before build commences. This step includes approving samples of materials, taking any final measurements needed, and any details added to design before construction.

Step 11- All selections, drawings, and design information is loaded into our BuilderTrend application for shared viewing and signature approval from client.

Step 12- Order placement, assessment of lead times for materials and staging at our warehouse facility.

Phase 4: Project Execution

Step 13- Initiation of construction and renovations. Schedule will be followed and updated regularly on BuilderTrend, day to day progress will be managed by your dedicated Project Manager and the lead Designer.

Phase 5: Project Completion

Step 14- Final walkthrough and client reveal.

Step 15- Feedback from client. Any deficiencies identified and resolved by the build team.

Step 16- Warranty. NGDB's warranty covers any defects in workmanship or product failure for 1 year from date of completion. This warranty does not cover any materials purchased by the homeowner nor does it cover any defects caused by extenuating circumstances such as acts of God, damage caused by use, or improper use of products. We want our clients to be proud of their project and hold ourselves to the highest standard with our building methods. If we fall short of that goal we appreciate you're feedback.



Design Contract

The conceptual design phase will begin once the design contract is signed and payment is received. The conceptual design phase consists of developing a complete layout with renderings for your project. Every project is different and the scope varies, so each design contract will be adapted to the needs of your project. This design is yours even if you decide not to move forward with the construction at that time. We allow 2 sets of modifications to the renderings in our Design Contract, additional revisions may incur additional rendering costs. During this phase, we will begin to explore hard finish options such as countertops, flooring, tile, etc. to create a more accurate rendering. We allot a certain number of hours based on the project scope to the conceptual design phase. The design contract is non negotiable and is required to create an accurate scope of work and budget in order to create a build proposal.

Once renderings are complete and we have received approval from the client, we will create a build contract to create your design. After build contract approval we move into Phase 3. Our team will begin presenting final finishes and materials and in some cases, showroom visits will be scheduled to see finishes in person. Our process follows a linear timeline for selecting finishes that will allow for successful collaboration and minimal back tracking. Please trust your designer to walk you through the process for maximum efficiency. We are confident that our skillful design team will help you produce a functional and beautiful space.

As a complete and detailed design is essential to a positive project outcome, our goal in the design contract is to schedule sufficient design time to ensure success. We can easily add additional consultation hours to your project if you are having trouble making decisions or need more options/revisions. Throughout the process your designer will keep you abreast of hours spent/remaining in your design contract. Excellent design is a fluid, creative process that depends on effective communication and collaboration between the designer, builder, and client. This does require timely input on the client's end for the process to move forward.



Build Contract

Once the conceptual design phase is complete, and we have enough information, we will create a build proposal and contract. Your build proposal is a line item contract that will outline the scope of work and materials to be used in your project. We share the actual cost (what we pay) as well as your cost (cost plus markup) in these proposals. Our markup is non negotiable as we have determined what is needed to pay our overhead and make a profit over the years. It is the client's responsibility to review the proposal thoroughly and determine if any scope of work is not addressed. Once signed, any additional scope of work may be added to your project at any time as a change order upon client approval.

Allowances

While we do gather as much information as possible before creating your build proposal, there are always a number of unknown selections that will need to be finalized after the proposal is approved. For these items we use an Allowance system. We input a dollar number for what we determine to be an appropriate "allowance" to cover the cost of said unknown item. It is the client's responsibility to determine if they would like to spend more or less than that allowance at the time of selection. If you choose an item over the allowance, it will be charged accordingly. The same applies to a selection less than the allowance (the difference will be credited to your billing). During the selection phase, BuilderTrend will display the allowance for that item and the actual price of your choices for you to see how the choice affects your overall budget.

Builder Trend

We use a unique communication platform called BuilderTrend to help everyone have clear and accurate information during the process of your build. After downloading the free app, or logging into your page on a desktop, you will have access to your project's BuilderTrend page. This platform gives you a realtime budget that takes into consideration all of your selections, allowances, change orders, payments, etc. so that you know exactly where you stand financially at any point of the process. It gives you access to the schedule, detailing what tasks are happening daily. BuilderTrend is also the platform that you approve and keep track

of all of your selections and finishes as well as review design renderings, ask questions, pay invoices and more. This platform links the client, the designer, the builder, and the subcontractors together to minimize any miscommunication or missing details.

Frequently Asked Questions:

May I use my own designer and have NGDB perform the build only?

As we have outlined our process above, it is clear that we have developed an efficient and well thought out system. While you are welcome to gather input from other designers on your own, in order to ensure our standards and processes are met we require our design team to be part of the process.

Can I purchase my own materials?

Once the build contract is signed and selections are approved, our specialists will begin the process of ordering, tracking, inspecting, and staging materials for your project. An ordering fee of 30% is applied to your selections (shown as your cost), and we have professional discounts with most suppliers that we pass on to you. This means that your cost for the selections in most cases is similar to what you could purchase them for directly from the suppliers. In order to warranty, inspect, stage, and ensure all materials are cohesive we do not allow clients to purchase and supply their own materials.

How long will my project take?

Each project will have a unique timeline (loaded onto BuilderTrend) depending on the scope of work and materials being ordered. We will provide a specific schedule well ahead of your construction for planning purposes on your end. Any change orders or alterations in scope of work will inevitably affect your schedule and we do try to keep it up to date as the project moves forward.

Will I have to move during my project?

In most cases during a renovation/addition our clients are able to live at the home during the project unless the scope of work affects all areas of the home. There may be times that the house needs to be empty (hardwood finishing, spray foam insulations, etc) and we will make you aware of those times in the schedule in advance.

Who orders/purchases appliances?

We prefer to let the client choose and purchase their appliances and NGDB will install. The designer will assist you in recommendations and application of the appliances. Also we do offer an appliance concierge service at an additional cost if the client needs help with appliances.

What forms of payment do you take?

We prefer either check or ACH transfer (through BuilderTrend invoicing system). Credit Cards may be available in certain scenarios, but do incur a processing fee of 3.5%. Checks may be given to your project manager or mailed to 1562 Flatbottom Rd, Ball Ground GA 30107.

Will you photograph the new space when complete?

With your permissions and a signed photography release form, we would love to capture your beautiful completed space for our portfolio.

Now that our new space is finished, can you decorate it as well?

A new space is not complete without that final layer of furniture, accessories, and decor that truly reflects the family who call the space home. Our design team through Francesca Battaglia Design, LLC are able to furnish and style your new space so it feels finished and is perfectly functional for you to enjoy for years to come. A design proposal and contract will be created based on the decorating scope of work in addition to your design + build contracts. We would love to tell you more about this full service decorating!