



BUILDING ON GENERATIONS OF EXPERIENCE

Harth Builders Process

Consultation

No "Guesstimating"

At Harth Builders, we do not subscribe to the "Guesstimating" approach to delivering work estimates, wherein a contractor submits a best guess estimate following a singular, brief meeting at your home. Contractors such as these often submit incomplete or inaccurate estimates and typically deliver work that fails to meet your expectations. At Harth Builders, we have developed a comprehensive approach to estimating and delivering our projects which has proven to be highly effective. The cornerstone of this process is communication.

Communication is Key

We believe in communication before construction. It's important to listen to you and your family – your concerns and expectations, your ideas and opinions. We've found it's the best way to turn wood, plaster, and tile into a place where you will feel comfortably at home. And because your satisfaction is important to us, we make it a point to stay in touch throughout the life of the project. It's just the way we do business.

Initial Consultations

Our initial consultations generally take two hours or so, depending on the complexity of your project. Our first meeting will cover a lot of ground including examining existing site conditions, your electric panel, HVAC and plumbing, taking a walk around your house, taking measurements, and discussing the project. We will ask a lot of questions as to 'why' you are doing your project, as opposed to



'what' you think you want. We have found, occasionally, that clients think they need to add space, when we can rearrange the existing interior walls or plumbing locations instead and meet all of their needs. We have also found the opposite to be true, sometimes you DO need more space.

We will also discuss our Design Development Process further and answer any of your questions that you might have. At the end of our first meeting, the only decision you need to make is whether to set up 2nd meeting (Budget) at our office.



Budget

Budget

During our 2nd meeting, we will provide an Opinion of Probable Cost (OPC) based on our experience with similar projects of like scope and size. Obviously, your selections and the project design will have bearing on the cost of the project. We find by giving practical guidance into the design and helping our clients with the selections, we can steer the project costs towards a construction budget and help keep the overall costs of the project down.



If our OPC and your construction budget are relatively close, you have the decision to make whether or not to start into Design Development. Based on the Opinion of Probable Cost, you sign a professional design agreement with a retainer fee that usually includes 2 meetings with the architect, 4 meetings with the design coordinator, and multiple trips to showrooms to assist you in product selection. The retainer fee runs between 4 and 8% of the OPC, depending on complexity of the project. This fee is applied towards the construction contract, should you proceed into construction.

The above process usually takes 4-12 weeks, depending on the size of your project. However, it's the best way to be sure you're getting the best value for your money. Our attention to detail in this process has proven very effective. It's one reason why over 70% of our work is repeat business and referrals.

Design

We don't just hand you a few floor plans and expect you to fit one of them into your lifestyle. Our architects will take into account all your needs and expectations. And during the initial estimating phase, we will work with you to provide a construction-friendly design. We want to be sure that your project will be everything you've dreamed of.

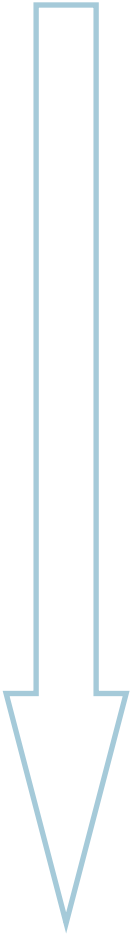
Turnaround Time

A typical design takes between 4 and 12 weeks, depending on the complexity of the work and whether or not architectural drawings need to

be done. During the Design Development period, we will meet about every week and a half, depending on how much homework you have and how much we have.



Our first meeting will be a site visit to your home with our architect to scope out the area to be added to or revised and confirm measurements. After that meeting, we will



draw up a preliminary plan (or a couple, as needed), and a couple of elevations. Preliminary plans will be done in 2 to 3 weeks.

Selections

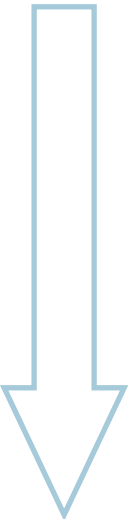
While the plans are being developed, our Design Coordinator will begin the selections process. She will walk you through a detailed questionnaire of your project prior to recommending any solutions or products. There are a series of selections for each project that need to be completed to provide for proper design. We find that, by asking a lot of questions, we are able to provide better products that meet our client's expectations.

Meet Our Trades People

Also during the Design Development period, we will perform a site visit with our team of trades people specific to your project. After answering any questions you may have, we will provide a detailed proposal defining the scope of work you have requested and a price for the project along with a detailed Gantt chart schedule and tentative start and completion dates. In the event you have architectural plans already, we can also provide a proposal through a modified "Build Only" Development Agreement.

The above process usually takes 4-12 weeks, depending on the size of your project. Investing the time in the planning process is the best way to be sure you're getting the best value for your money. Our process is one reason why over 70% of our work is through repeat business and referrals.

Authorization



Authorization

At the end of the Design Development process we will invite you to our offices, and we will present you with final architectural drawings, final interior design decisions, an accurate proposal (construction contract), a schedule including tentative start and completion dates, a project flow chart, and final price. We will review every detail with you. If you decide to move forward, we will apply the Design Development fee towards your construction contract. If you decide not to move forward, then the architectural drawings and other design deliverables are yours to keep with no further obligation to Harth Builders.



We keep our down payment low at 10% when signing the contract and progress payments in stages to allow you to monitor and approve construction as it progresses. Finally, we allow you to retain a portion of the total until you have ensured that the punch list is completed.

In the event you love the design and are ready to provide Authorization to Proceed, we will get your project into our Construction Schedule. We will submit for permits, if required, order long lead items and schedule a Pre-Construction Meeting to kick off your project!

Construction

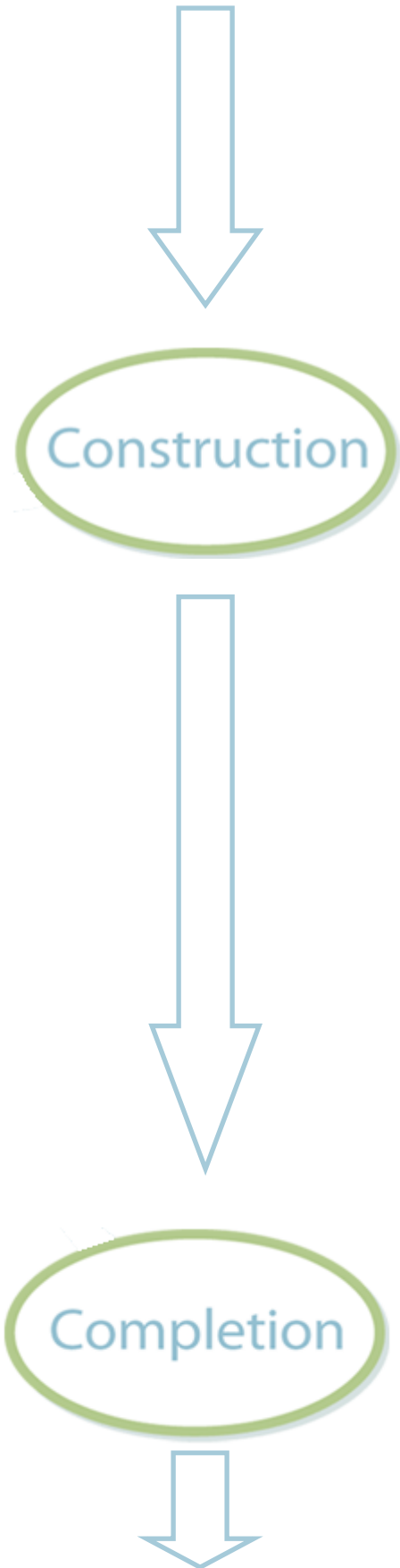
Prior to construction, we hold a Pre-Construction Meeting to 'hand off' the project to our Lead Carpenters and field staff. At this meeting, we answer common questions that every client is concerned about: when will you start, when will you finish, what time of day does work start, where does the dumpster go, etc. We will walk through the Scope of Work, one item at a time, to ensure we are all on the same page.

During construction, we provide a production coordinator who will visit your projects on a near daily basis, or as required. You will be provided his cell phone number and are encouraged to call with any questions or concerns you may have from 7 AM to 7 PM Mon-Fri. The construction superintendent will communicate with you daily to answer questions, resolve problems in a timely manner, and provide scheduling updates. We also send out a weekly Project Update via email to all involved on your project to keep you informed of the progress of your job.

At the end of each work day, your job will be broom swept. At the end of each work week, your project will be vacuum swept. We find that a clean job site is a safe and efficient job site. We also realize we are 'borrowing' part of your home and work to minimize inconvenience to you while the project is ongoing.

Completion

At the substantial completion of your project, the point at which the space may be used for its intended purpose, we will schedule a Pre-Completion Meeting to walk through your home and ensure you are completely satisfied with the craftsmanship. There may be a small number of odds and ends to take care of, called a Punch list. While we work hard to attain a Zero Punch list, we will complete these as quickly as possible.





You will be provided all of your warrantee cards, Product Care Guide, and a Warrantee Letter from us.

Warranty

We'll stay in touch long after the last nail is in place to ensure that you are completely satisfied. We offer a two year warrantee and will follow up with you at 6, 12, 18 and 23 months after completion to check on warranty work and schedule any rework required within 30 days.

Due to our intense focus on our core principles of Communication, Quality and Cleanliness, over 70% of our work comes from repeat business from past client or referrals. We are now doing our 4th and even 5th project for some clients!

Contact Us:

Let us know what you're interested in doing. We'll guide you from there, one step at a time. It all starts with a conversation.

By Phone: 215-654-0364. We respond to all inquiries within 24 hours. Our regular office hours are 8:30 AM to 5:00 PM, Monday to Friday. At other times please leave a message on the answering machine.

By Email: solutions@HarthBuilders.com

By Fax: 215-654-0877

By mail:

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