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Thank You for contracting with All County Exteriors. If this is your first experience renovating your home's exterior you are not alone. Knowing what to expect during a construction project can make the process easier for you, your neighbors, and your contractor. This packet contains valuable information about what you can expect and what you can do to improve the outcome of the project.

All County Exteriors is 100% committed to your satisfaction. We are not just another contractor. We take great pride in our work and how we treat our customers. Below is a brief outline about what goes on behind the scenes after you've contracted with us.

1. A signed contract accompanied by a deposit is turned into a formal project and entered into our computer system.
2. Your project consultant meets with the construction manager to review the project's details.
3. Permits are applied for, a materials list is prepared, and a construction inspection takes place within 1-2 weeks for most jobs.
4. Once the site inspection is completed, the materials list is adjusted and ordered, and a crew is assigned based on the type of project and level of difficulty.
5. If there are any installation or product application issues that you need to know about, your sales consultant or construction manager will be in contact with you.
6. Once the vendor notifies us all the materials are in stock and available for shipment and we have a building permit in hand, the project is placed in the ready queue.
7. At this point in time, we will call you and give you an approximate start date. **If you don't hear from us within 4 weeks of contract signing, please call Walt Brownlee in our installation department for an update.**
8. Once the project is in the 'ready' queue, it is in a holding pattern until the best crew suitable to your project is available. Our crews are typically scheduled anywhere from 1 to 3 weeks in advance.
9. Within 1 week of your start date, we will call to confirm our arrival.
10. Once confirmed, we will schedule material delivery, dumpsters, and any other resources necessary to complete the project. We will confirm again the day before we start.
11. At approximately 8AM of day 1, materials, dumpsters and the crew will arrive. It is common for the crew to start working before the job foremen arrives so don't be alarmed. They have already been informed about your project's details.
12. **Your job foremen will visit your project several times per day and update you daily about the progress. Once the job begins, your job foreman is your primary contact for construction related questions.**
13. Please have your payments available as prescribed by the payment plan outlined in your contract. All final payments are due upon completion.

WHAT TO EXPECT

Outside Your Home

- **Your home will be a construction site.** In most cases, heavy machinery may be used; large dumpsters, compressors and other equipment will be on your property. Traffic will increase due to supply deliveries and you may hear a lot of noise from hammering. Please consider notifying your neighbors of the increase in site traffic.
- **Work hours range from 8:00AM to dusk.**
- **Your project foremen will be on sight at the start of the project or before noon of day 1 and will make 2 to 3 trips to your project during the course of the day. If you need to speak with the crew on your site, please do so through your job foremen to eliminate any communication gaps.**
- **Low hanging tree branches can impede our progress.** Our crews will cut back only the branches or shrubs that limit their ability to work. Depending on the magnitude of trimming, it may be a good idea to call a professional prior to start. Also, it is our intention to protect and preserve any flowers, bushes, and other delicate landscaping. Please point out any of the above that requires special protection.
- **Job site cleanliness.** Our crews are required to straighten up at the end of each day and keep the work site as orderly as possible during construction. Once your project is completed, a cleanup crew will remove any debris, broom clean your property, and run a magnet for nails.
- **Please have your cars removed** from your driveway and provide enough space for the installers and delivery crews to access your home. This is so we can work expeditiously and minimize congestion.
- **Unforeseen problems.** You may incur additional charges if we uncover any rotted wood, termite damage, or other unforeseen problems once the walls or roof is uncovered.

Inside Your home

- **Light fixtures, some ceiling fans,** and any wall and ceiling mounted items may be damaged if not removed or secured. Please take the necessary precautions to protect your valuables during the project. We cannot be held responsible for these items.
 - **If you plan on staying home during the project,** you can expect a lot of noise and heavy banging depending on the type of project we are doing. Roofing and siding projects are the loudest and you may want to consider rescheduling events planned at the home for the duration of the project.
 - **Nail pops in your sheet rock** may result from the banging and nailing on the exterior of your home. This is a result of the force needed to assure proper installation and not from poor workmanship. We cannot control nor be held responsible for any nail pops that may occur.
 - **Major Appliance not connected through a power strip** should be unplugged to protect from unexpected power surges.
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WHAT TO EXPECT

SIDING Projects

- **Electrical service disruption.** From time to time a nail may pierce an unexposed electrical wire and may result in a discontinuation of service or a “popped” circuit breaker. We cannot be held responsible for any damages that result from these types of unforeseen occurrences but we will work diligently to remedy the situation as quickly as possible.
- **If you have awnings on your house,** please call your awning company to remove and replace them. If you'd like to discard them, we can uninstall them. We cannot detach or attach any electrically operated awnings.
- **Please refer to our Pre-conditions acknowledgement** form for how to treat exterior home accessories such as satellite dishes, light fixtures, etc. We cannot guarantee that older and sometimes brittle light fixtures, doorbells, or other home exterior accessories will be in working condition after your project. We will install new fixtures that are similar to the old ones in size and style for you, but cannot be held responsible the cost of replacing them.

ROOFING Projects

- **Attic fans that will be replaced** need to be powered off.
- **Please have your service provider** remove and re-install your satellite dish, sprinkler sensors or any other electronic items that may be attached to your roof. If this is not done prior to start, we can not be held responsible for them working properly should we have to remove and re-install them.
- **Masonry chimneys in need of re-pointing** or repair cannot be guaranteed not to leak unless they are serviced prior to our arrival. This is very important as masonry products are very porous and are a primary source of leaks.
- **HVAC vent stacks that are corroded** or brittle need to be replaced by an HVAC professional prior to start. These include but are not limited to: Hot Water heater exhaust pipes, furnace flue pipes, etc.
- **We cannot warranty your skylights** from leaking if you choose **NOT** to replace them. We **always** recommend re-placing them, or at a bare minimum, re-flashing them, however; we still cannot guarantee they won't leak even if there is no prior history of leaking. This is because the flashing system that has cured and sealed over the course of time may be disturbed by the banging and walking and there is no warrantable way to reseal them unless you choose to re-flash or replace them.
- **When we re-sheath your roof (install new plywood)** or cut-in ridge vent, large and small debris may fall into your attic. Please move all valuables to a safe place in your home. We will tarp the area if necessary, remove large debris and leave it broom clean. Debris may fall into your insulation if exposed. We will clean out all large debris but there may be some small pieces left over.

WHAT TO EXPECT

Window & Door Projects

- **Removing and reinstalling Window Treatments** on windows being replaced. Please note that existing window treatments attached to the inside of the window frame may not fit after the new windows are installed.
- **Removing and reinstalling Security Systems** attached to the windows. Please call your alarm company to remove and replace the units prior to our arrival. We cannot be held responsible for their operability if we have to move them in order to complete our work.
- **Moving furniture or electronic equipment** that could get damaged during the installation. Leave at least four feet of open work area in all directions around the window.
- **Interior trim work.** Unless you have windows with sheetrock returns, we do not trim the interior of skylights and windows. If this was something overlooked that you'd like to have done, please notify us and we can accommodate you for an additional fee.

In All Cases...

- Please have your payment ready as prescribed by your contract. If you are paying by check, please make it payable to "**All County Exteriors.**"
- You will not be asked for final payment until you sign a certificate of completion and agree that you are satisfied with the work we've completed.
- We stand by our work 100%. Should you have any problems, please contact your project foremen and we will immediately address your concerns.