



LIGHTHOUSE
residential remodeling

REMODELING YOUR HOME
Making The Right Choice

OUR COMMITMENT TO YOU

**"You Restored My Faith
In Contractors!"**

–Michelle Rey

ABOUT US

Lighthouse Construction of North Carolina is a local award winning remodeling contractor servicing Charlotte and the surrounding communities.

We understand the financial and emotional concerns that every homeowner has when considering a remodeling project. Let our company guide you through all of your remodeling desires and design options to permit you to have the best remodeling experience ever!

Our company offers comprehensive remodeling services including the following:

- *Design/build remodeling*
- *Additions*
- *Kitchens & Baths*
- *Whole house renovations*
- *Bedrooms and attic conversions*
- *Pool houses*
- *Garages*
- *New construction*

Lighthouse Residential Remodeling is your preferred choice for remodeling, new additions, and renovations to your home. You want the best remodeling solution, delivered with professionalism, to help you realize your remodeling dreams. We do too. We love residential remodeling and it is all we do!

Our sole focus is creating spaces that bring your family together. We're different because we listen carefully to you about what you want to create and the way you want to live. That may sound a bit strange, but listening more closely to your ideas and needs reflects in a project that is exactly what you have envisioned.

We're also different in that we give sound, experienced advice on what is truly realistic with your project so that you can make better decisions with your investment, because remodeling your home is a large emotional and financial commitment.

We want to build a long-term relationship with you so that your remodeling dreams are realized, and your project ends successfully with you saying, "This is better than I expected!"

TWO BROTHERS – TWO EXPERTS – TWO BUSINESS PARTNERS

David is the older brother. He enjoys water skiing, airplanes, boating, sailing, snorkeling, and the beaches. Doug is the younger brother. He enjoys reading, history, kayaking, coaching youth soccer, and running. We're both engineers by education and previous career experience!

Together, we bring a powerful balance of energy, creativity, skill and drive, from building and repairing boats together as kids to emerging as remodeling industry leaders, business partners, and experts today.

Our strengths include process planning, project management, accountability, communication, design functionality, and budget management.

We bring your project a sense of personalization that is easy to relate to and unique in perspective because we are brothers and business partners.

We approach your project from an expert's point of view. Our education, training, and passion for residential remodeling gives you extra levels of assurance and reliability that the job will be completed professionally, on time, and within your budget...from start to finish. Plus we both still answer to a higher authority...our mom!

"We focus on what you want and why you want it...our biggest compliment is, 'this is better than I expected!' – David Bengtson

WHAT YOU SHOULD EXPECT

"We listen carefully to every detail, and your project reflects exactly what you envisioned." – Doug Bengtson

Every remodel is a large emotional and financial decision. Our process delivers the best remodel solution for your home, based on our years of experience.

*"Our clients get real advice from our real experiences that cover the entire process from planning to final walk through."
– David Bengtson*

We pledge:

- To reply to your calls and emails promptly.
- That you will receive an extraordinary remodeling experience.
- An exceptional finished product and a smooth process.
- That you will experience honest, ethical and responsible behavior from the initial site visit through post-construction support.
- That you will receive detailed proposals, realistic allowances, clear contract language, documented schedules, uncomplicated change order procedures, consistent communication and an owner-managed client satisfaction process.

We recognize this is your home, and not our jobsite. Your satisfaction is paramount and we hope to build a long relationship with you. Our goal is to earn your business and your referrals to friends and family today and in the future.

UNDERSTANDING THE REMODELING PROCESS

Remodeling your home can be a daunting prospect, but it doesn't have to be. There are hundreds of questions like:

- ☛ How do I start?
 - ☛ How do I choose a contractor?
 - ☛ How do I know what to do?
 - ☛ What's the best _____ to use for my application?
 - ☛ With all the product claims, how do I know what is best?
 - ☛ How do I choose a contractor?
 - ☛ How can I get an "apples to apples" comparison of different contractor quotes?
- Well here is a brief summary to help you get started.

Step 1: Why & What

Write down why you want to change your home and what areas you think you need to change.

- ☛ What do you like about the space?
- ☛ What don't you like about the space?
- ☛ How do you currently use the space?
- ☛ How will you use it in the future?
- ☛ How many people will be using the area? How often?
- ☛ Do you want a casual or formal feel?

"It turned out just the way I wanted! We've done several other remodeling projects, but this one was the most pleasant."

–Kathy Klimas



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"I Appreciate the Time and Effort You Spent Keeping Our Project Within Our Budget."

–Ron TerHaar



Clip pictures and articles you see that best describe what you are looking for and what elements you like in each. Then make a quick note of what you like in each photo and attach it.

STEP 2: Choose what type of process you will use: Design/Build or Design-Bid-Build

Design/Build

With Design/Build, you choose the designer/architect and construction team at the same time. They can be from the same company or not. This team then designs your project with your input. The team will come up with a preliminary design and budget. Since the construction team is generating the budget it will be more accurate. In addition, the team will generate a list of questions and concerns. If there are any technical or construction questions during the process, the construction team is available to answer them. The benefits of Design/Build is a smoother and usually shorter design process and a smoother construction process.

Design-Bid-Build

With Design-Bid-Build you design the project with the architect or designer. Then you have several contractors bid on the design. If there are question or you have to adjust the scope of work, you take the design back to the designer and have it re-quoted. You repeat this cycle until you are satisfied with the design, costs ... Then you build it.

STEP 3: (Design/Build Only-from Step1) Select the Team and tell them what you want
They will usually charge separately for the design and for the construction.

STEP 4: Develop the Scope of Work

This includes drawings and a list of what will be done and why. This is critical because what is done (*Scope of Work*) directly affects the cost of the work.

STEP 5: Refine the Scope of Work

Once the "walls stop moving" you can move on to the details like;

- ☛ Selecting types of lighting
- ☛ Under floor heating
- ☛ Type of cabinets
- ☛ Type of trim, etc.

STEP 6: Sign a production contract

Never start a major project on your house without a legal contract that includes at least the following items:

- ☛ 1. A clear written scope of work along with drawings or sketches
- ☛ 2. Allowance items listed with cost and a mechanism for reconciling at the end of the project
- ☛ 3. Options that were discussed, but not included in the base price
- ☛ 4. A list of items that are specifically excluded from the project
- ☛ 5. A clear start date
- ☛ 6. The contract amount and payment terms

- 7. A standard by which you can objectively evaluate the quality of work and craftsmanship
- 8. Clearly defined change order process and a transparent approach to pricing changes
- 9. An agreement on closeout, retention and payment of retention at the conclusion of the project
- 10. Warranty
- 11. Termination rights
- 12. Resolution process
- 13. Treatment of unforeseen conditions

STEP 7: Finalize the selections

STEP 8: Build It

STEP 9: Enjoy it!

RANK YOUR REMODELERS

We have found over the years that this simple exercise of writing down the “pros and cons” of each remodeler you are considering really helps you in the decision-making process!

Lighthouse Residential Remodeling A B

- Experienced in custom residential projects. ✓
- Only involved in custom residential projects.
(This gives you focus and attention to detail.) ✓
- Structured communication program to clients.
(Returned phone calls, timely meetings, etc.) ✓

Lighthouse Residential Remodeling A B

- Payment terms based on progress. ✓
- Licensed and bonded professionals and trades. ✓
- Policy for protecting job site and your home. ✓
- Photos and references from previous projects. ✓
- Remodeling company owners on-site and actively engaged in the daily project. ✓
- Remodeler provides a detailed quotation and handles the business process with respect and leadership. ✓
- Remodeler listens to the client and involves the client through each phase of the project. ✓
- Remodeler can do the project on my time and budget. ✓
- Insured with both General Liability and WC ✓
- Remodeler has a plan to accommodate my active family and household during the construction process. ✓

“They were the only company I found that cared about the aesthetic aspect of the project as much as I did... the quality of their building process left me with no hesitation that I absolutely chose the right contractor!”
—Christina Kulow



“A good job in a timely manner –They were very nice to work with.”

–Pat Helmandollar



Remodeler really cares about me and my family because they have taken the time to listen and respond accordingly.

✓

Overall, who do you feel has you and your family's best interest at heart?

✓

Overall, who do you feel will do the best job?

✓

UNDERSTANDING THE REMODELING PROCESS

WHAT IS IN A REMODEL QUOTE?

Your remodel quotation is full of terminology and language that you may not be familiar with. We take the time to help you understand exactly what type of work will be performed and how much it costs before any project begins!

“Successful remodeling projects are a totally collaborative effort – homeowners and family, trades, designers/architects and contractors. It is by taking the extra time to listen to you and truly understand what you want, why you want it, and most importantly, what you don't like about what you currently have... that we work together to develop the best solution for you. We recognize that a successful remodel creates the spaces that bring your family together.” – Doug Bengtson

Getting remodeling quotes can be a very frustrating process! Each contractor is trying to interpret your remodeling project and put their spin into it. And it's hard to get a true “apples to apples” comparison. Most of the time, at this initial phase, things are not well defined enough to provide an accurate cost of the work to be done.

Generally, there are four types of quotes given:

1. SQUARE FOOT PRICE

This type of quote takes the square footage of area to be remodeled and multiplies by a rate associated with that space. Sometimes it is calculated using the contractor's costs, sometimes national or regional averages are used.

- 👉 **PROS:** Quick to generate
- 👉 **CONS:** Reflects the cost of a typical project, not the cost of your project.

2. COMPARISON (COMPS)

This type of quote uses a contractor's prior projects as a baseline for providing an estimate for your project.

- 👉 **PROS:** Fairly accurate if the contractor has recent project that is similar to yours.
- 👉 **CONS:** Reflects the cost of a prior project, not the cost of your project.

3. UNIT PRICE ESTIMATE (TAKEOFFS)

In this type of estimate, the contractor calculates the cost of each element of

the project to determine the price. This is done for all of the aspects of the project and totaled to create a detailed cost estimate.

- 👉 **PROS:** Detailed & accurate reflects your project and your selections.
- 👉 **CONS:** Takes a long time to develop (8-20 hrs) and it is not easily modified. It must be based on a detailed design and an assumed list of selections.

4. QUOTED PRICE ESTIMATE

The contractor will have the suppliers and subcontractors provide a quote for a specified scope of work. These quotes will then be totaled with any unquoted items to determine the ACTUAL remodel cost.

- 👉 **PROS:** Most accurate way to determine the cost of a remodeling project.
- 👉 **CONS:** Takes a long time to develop (20-30 hrs) and it is not easily modified. It requires a detailed scope of work for the project (what will be done) and must be based on a detailed design and an assumed list of selections.

In each of these estimate types, the scope of the work will determine the price.

Finally, many people try to buy remodeling like they would buy a car. They choose the make and model and then try to find the lowest price. The problem with remodeling is the car one Remodeler quotes is not the same as another. Remodeling a home is custom work that is all done by hand. Each project is different.

All of the estimating techniques play an important role in the development of your project. Which technique we use depends on what YOU want – a firm price for a final design or an evaluation of how much major elements of the project will cost.

Below is a good visual example of how projects evolve and how different quotes can be:



“We Sleep Easy at Night Knowing You are on the Job.”

–Joe Ciarlante



After the 1st visit, both clients wanted a similar product – a nice outdoor living area, one screened the other open.

None of the other details were decided. Through the process we determined that the one client wanted a basic screen porch for about \$35,000 and the other wanted a very nice patio with a masonry fireplace, gas lanterns, sound, slate floor and very detailed trim for about \$110,000. But at the first visit we could have quoted either one to either client.



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– David & Doug Bengtson

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