



## Our Process

*This is the Process that separate us from our competition. These steps define us and our role in your project. It is our schedule and plan of attack to get your project started and completed as efficiently as possible.*

1. **Introduction and Plan Design** – *Start by meeting with Rockwell Custom Team Representatives to review your project and your goals for timing, budget, and design.*
2. **Budget Estimating** – *Rockwell will provide a budget estimate for your project. Using our experience from past projects, the budget estimates are normally within 10-15% of the actual construction cost. This estimate usually provides our customers with the ability to make decisions about the next steps of the design process in order to continue to move the project forward.*
3. **Final Plan Design and Construction Drawings** – *After reviewing your budget estimate with the team, you have been able to make some decisions on how to proceed. Once the budget has been established, the architect can finalize his drawings with all the details we'll need to build it. Structural and design details will begin to finalize.*
4. **Design Selections** – *This can be one of the most fun but also most difficult and exhausting parts of your project without the right guidance. Our management starts in the beginning with our Design Coordinator. The DC's role is to help bring your design desires to life through coordinating showroom visits and selections decisions, while keeping your allowance budgets in mind. She is part of the project from the beginning to the end, so we have what we need to build your project efficiently and accurately. We have a systematic approach to managing these decisions, so you don't feel overwhelmed while the project is underway. There is NO additional charge for this service!*
5. **Final Estimating** – *At this time Rockwell will provide you with 2 competitive bids per phase of construction. Depending on the project, Rockwell will conduct site inspections and walk throughs of the existing site to verify as much as possible before we begin. Our goal is to get our customers the best value for their project.*
6. **Construction Agreement** – *Our construction agreements are done in a cost-plus format. Our invoicing is fully transparent. This means you are provided with direct copies of each invoice we receive. We will add a fixed margin to the cost of the project that will be added to each invoice. Invoices are billed monthly with copies of each vendor bill. As a customer of Rockwell Custom, you can take advantage of the wholesale pricing we received from our relationships with suppliers and contractors throughout the area. This savings can usually average 20% off retail!*
7. **Permit Application** – *Each township has their own specific process and timeline. We are well versed in this stage and will make the appropriate applications to get your project started. At this point we will need a signed construction agreement and construction drawings.*
8. **Construction** – *Hooray! We have started your project. Now the fun begins. The timeline will vary per project, but our project managers are here to keep you informed through our steps.*
  - a. **Weekly Meetings with the Team** - *This step is critical to the project's success. We meet on site each week of construction to ensure no detail is overlooked. Meeting minutes are taken and circulated to keep everyone informed (since not everyone can be there every week). Changes and action items are listed.*
  - b. **Bi Weekly Schedule Updates** – *Our project schedule is always fluid. Things change by the minute so bi-weekly updates allow you to understand what has moved up and moved back for whatever reason.*
  - c. **Monthly Cost Analysis** – *Since changes are part of the business, it is our goal to keep you informed on where the project budget is going so you are not caught off guard.*
  - d. **Punch List Walk Throughs** – *As the project nears completion, our project managers will circulate a punch list that our customers can track. The punch list lists items, comments, and the schedule so things don't get overlooked.*
9. **Post Completion Warranty-**

Our warranty is among the best in the business. We offer a fully transferable 1 year warranty on the entire project. Structural items have a 10 year warranty. Please ask for a copy of our Premier Protection Plan.