



# BIRCHFIELD

LEGACY HOMES



Design Expectations Guide

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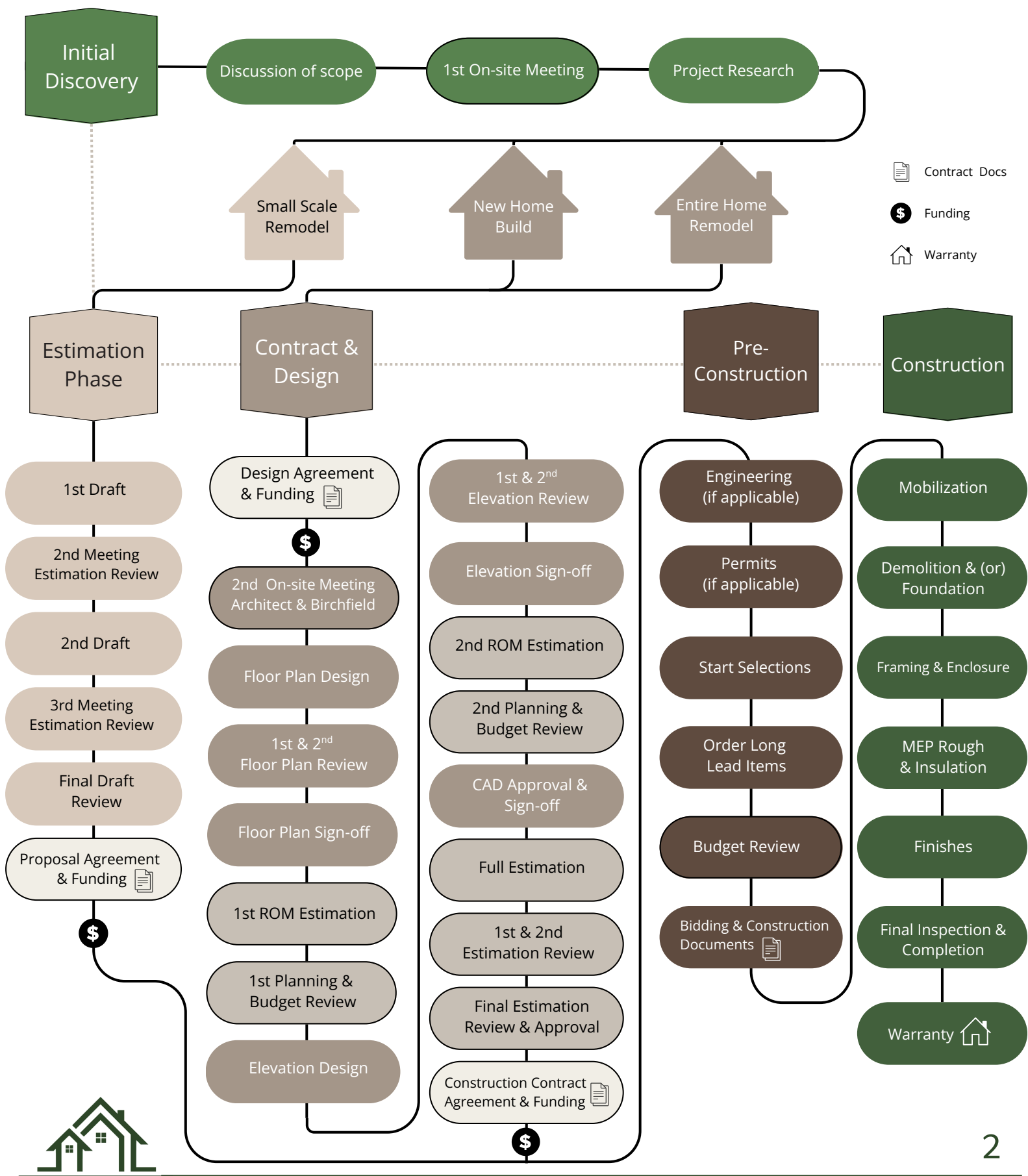
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# Our Design Build Process





# Our Design Build Process

## Initial Discovery

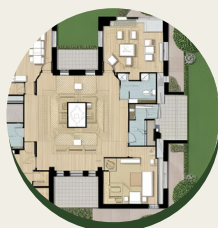


*Discover the art of the possible.*

In our discovery phase, we take the time to connect with you, allowing you to learn about our services while we gain insight into your aspirations and requirements for your home build.

We discuss the overarching vision for your project and explore your inspirations and specific needs with practical details such as budget, square footage, and the desired number of bedrooms and bathrooms for your future home.

## Contract & Design



*Bring your inspirations and vision to life.*

To move forward with our collaboration, we will first present a design agreement contract, which will set clear expectations for our design time and meetings as we embark on creating your new home together.

We'll introduce you to your design phase coordinator, the Architect who will bring your vision to life, and familiarize you with your personal inspiration board, which will aid in streamlining the design process and be a place to host your design inspiration

## Pre-Construction



*Prepare for construction.*

Once the design phase is complete, we will provide an estimate for your project and discuss any necessary design adjustments to ensure the scope fits within your budget.

We will present a construction agreement contract, and you will be introduced to your project management coordinator, who will guide you through the selection process and prepare your project for construction.

Finally, you will meet the project managers, foreman, and site supervisor who will oversee the construction of your new home.

## Construction



*Vision and design become reality*

Construction begins with either demo or the arrival of building materials at your site, setting the stage for the project ahead. Throughout the process, our project managers ensure you are kept in the loop with regular updates on timelines, potential delays with weather or materials, and any necessary change orders.

With the guidance of both project managers and foremen, your building project will progress smoothly from the initial foundation pour to the final punch list.



# The Role of the Owner

## What can I do to help move my project forward smoothly and efficiently?

### 1 Speedy Feedback

*Whether you're reviewing documents, presentations, or selections, providing your input within a few days to a week can significantly enhance the flow of the project schedule. This proactive approach ensures that any potential issues are addressed promptly, leading to a more efficient and successful build process.*

### 2 Timely Requests for Revisions

*Timely feedback and revision requests during your design can significantly reduce additional work later in your build. We collaborate closely with our architects to ensure ample opportunities for feedback and revisions during the design phase. At each key milestone, we will seek your approval before proceeding to the next stage. **Substantial design changes beyond can often lead to extended timelines or increased costs.***

### 3 Proactive Approval & Payment of Change Orders

*Change orders represent official modifications to a project's scope, budget, and schedule. When a situation arises that necessitates a change order beyond the initial scope of work, obtaining swift approval and payment can greatly minimize delays and help maintain the momentum of your project.*

## How can I be a good client?

### 1 Understanding

Achieving your budget, timeline, and design goals requires a dedicated and timely effort from everyone involved. Our aim is to understand your objectives and bring your vision to life while prioritizing your best interests. To ensure a successful partnership, it is essential for all parties to engage with mutual respect and collaboration.

### 2 Finding Compromise

Finding compromise and balance during your project will be a common theme that we will help you navigate, but will require your full participation and feedback. An example of this will be finding the balance between wants vs needs and keeping a healthy budget for your build.

### 3 Honesty

Honesty will be a key foundation in our communication and we encourage you to express your thoughts candidly. Learning and understanding your preferences takes time, and the more you communicate, the better we can tailor our efforts to meet your needs.



## Opps, I thought I said that out loud!

Our design and build process is detailed from start to finish, but to ensure we capture every detail, it's essential for us to communicate effectively as we create your dream home.

Getting to know each other will take time and we are committed to listening to you and incorporating your feedback. If we miss the mark on anything large or small, let us know!

**We're committed to getting it right, together.**



# The Role of Birchfield

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## *Who will be working on my project?*

### **Design Architect**

The design team handling your custom design for your home or remodel. They are responsible for creating your floor plan, elevations and providing the final CAD documents for the engineers.

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### **Design Coordinator**

The person responsible for ensuring your design phase timeline runs smoothly. The design coordinator will help schedule meeting reviews with the architect and internal meetings with Birchfield. Once the design is complete, they will hand the project over to the estimator for estimating.

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### **Estimator**

The person responsible for evaluating the build, updating the budget during the design phase, and overseeing the bidding process. The estimator ensures that all financial aspects are aligned with the design objectives, facilitating a smooth transition from planning to execution.

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### **Project Management Coordinator**

The coordinator responsible for guiding the selection process, organizing and ordering all selections and construction materials. This person verifies selection integrity and prepares your project in the pre-construction phase for construction.

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### **Field Project Manager**

The field manager is the person who ensures your construction is moving forward in a timely manner. This manager focuses on communication and field verifying the workmanship of all sub-contractors. They will be the main lead during construction and will send updates, notify you of any delays or change orders.

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## **Will everything go perfectly on my project?**

In a perfect world, yes, but in construction, most likely no. A custom home build or remodel typically involves coordinating with 40 to 100 different companies and suppliers. At some point, frustration is likely—but when it happens, know that we're committed to finding solutions and working together to resolve any issues quickly.

## **Will I always be happy with Birchfield?**

That's always our goal, but if you do feel frustrated during your project, we encourage you to share that with us. Every project comes with its own challenges, and every client communicates differently. As long as we're open and honest with each other, we can work through anything and improve the situation together.



# Communication

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## **How do I communicate with Birchfield?**

We understand that a significant aspect of our role is to bring your vision to life. We welcome and encourage your feedback at any time. If you wish to meet with our team, please arrange an appointment so we can be adequately prepared. While phone calls and texts can facilitate quick discussions, we will follow up with an email to confirm any decisions made.

## **Who do I communicate with at Birchfield during my project?**

Your Design Coordinator is the primary point of contact during design for all project and schedule related matters. Our Estimator is the best person to talk to about billing or your scope. When we move into the pre-construction phase, you'll have additional support from your Project Management Coordinator as well as your construction team including a project manager and a site superintendent when in construction.

## **How often does Birchfield communicate with me for my project?**

We will connect with you at least every two weeks through email updates or meetings. Please allow 4 - 24 hours to receive a response when you reach out to us. During on-site production, we will be connecting every week - 2 weeks. While we prefer to set up a biweekly check-in schedule at the project's outset, we recognize that adjustments may be necessary due to busy schedules, holidays, or vacations.

## **Who all needs to be in attendance for our meetings?**

We need all decision makers present during the design, estimation, and pre-construction phase to facilitate well-rounded discussions and come to an agreement for all the important aspects in building your new home or remodel. We understand that at times a family prefers to have one point of contact leading communication with Birchfield and that works out well too. We are happy to meet with just one party as needed for follow ups and check-ins, but we find it better for the project schedule and design efficiency to run smoothly when all decision makers are present at critical milestones. We encourage this for as many meetings as possible.

## **Are all meetings in person or online?**

We offer room for flexibility for our meetings. We understand that not everyone's schedule can accommodate an in-person meeting, so we do extend the option for online through Zoom. However, when it comes to key decision moments on design and milestones, we want these meetings in-person. We like to reserve online meetings for quick check-ins and reviews on smaller items. An example would be reviewing a change order or a selection package review with your Project Management Coordinator.



*Office Hours are  
9am - 5pm Monday  
through Friday.*



# Schedule

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## Designing my home - how long does that take?

We typically allocate an average of 3 to 4 months for the design of each project, although the timeline can vary based on the project's size and type.

## Estimating my home - how long does that take?

After your design is complete, we pivot to estimating your project. We typically allocate an average of 2 to 3 weeks for the estimation process where we will estimate your home build in its entirety and conduct review meetings to make sure we are aligning expectations and reality for the cost of your build. This is the best place to modify the scope of your project before we sign a construction agreement.

## Permitting - how long does that take?

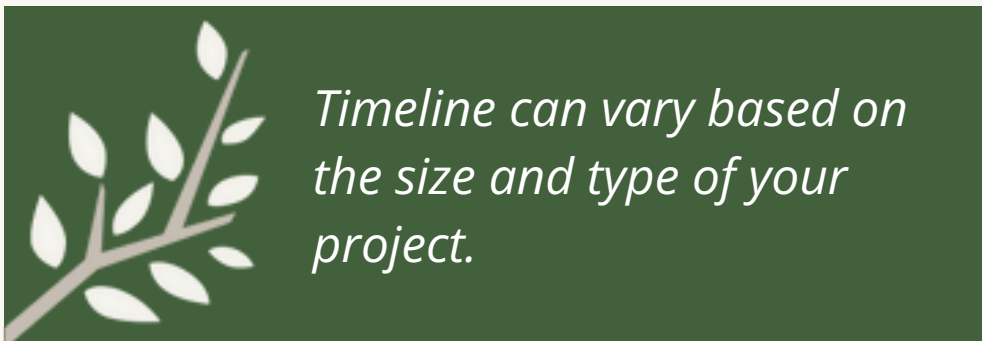
The permitting process can take up to 12 weeks. The permit timeline varies depending on the project type and location - each city has its own timeline and process for reviewing projects. Good news is we are able to easily stay up-to-date on the progress.

## Build - how long does that take?

A general timeline for a medium remodel or addition is about 4-6 months, and a large remodel is 6-12 months. New construction takes a minimum of 6 months to complete (for a small ADU) but can easily take 12+ months depending on finishes and scale.

## How accurate is your build schedule?

During the construction phase of your build, we break down our process into phases. Once you have signed your construction agreement and funding has been verified, we are able to set your target day for completion. During your build, your schedule can change depending on circumstances in the field or change orders (see delays below) and move back your target completion date. When this happens, your Project Manager will update you.





# Delays

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## *Can you give me an example of what could delay my project during design?*

### **Birchfield related:**

Your lead point of contact has a birth in the family and needs to take a week off last minute to tend to their affairs. Family comes first and we allow for flexible time off in the following weeks.

### **Client related:**

You have a trip out of state or out of country that delays the approval of your final design.

It takes an extended amount of time to make a decision on your selections.

### **Architect related:**

You have requested many changes that greatly alter your plans from the original scope of work. Adding new square footage or redacting square footage is acceptable but has the ability to delay your project if it happens multiple times.

### **HOA related:**

HOAs are typically run by a voluntary board of members and each HOA is run differently. The process for submittal and approval will vary based on their process.

## *Can you give me an example of what could delay my project pre-construction?*

### **Permitting related:**

The permit reviewer, who is in charge of your permit application, recently went on vacation and their entire workload has been placed on another reviewer in their absence. This will have an effect on the speediness of your permit approval.

### **Engineering related:**

The engineer requires several changes to be made on the architectural plans. The plans will need to go back to the architect for revision before finalizing the engineer plans.

## *Can you give me an example of what could delay my project construction?*

### **Supplier related:**

Your favorite kitchen tile is now on back order and we have to wait for it to be delivered for another 3 weeks. This slows down your backsplash installation and pushes back the subsequent trades that follow.

### **Weather related:**

There is a major thunderstorm happening and your site pour for your foundation was scheduled that same day. Your concrete pour will be delayed till the weather conditions permit and the subcontractors are able to reschedule the pour.



# Additional Consultants

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*Some projects may require additional consultants, and we will work with them on your behalf.*

## Surveyor

A surveyor will measure and map the physical features of your land. They determine property boundaries, create maps, and provide data used for construction, land development, and legal purposes.

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## Geotechnical Engineer

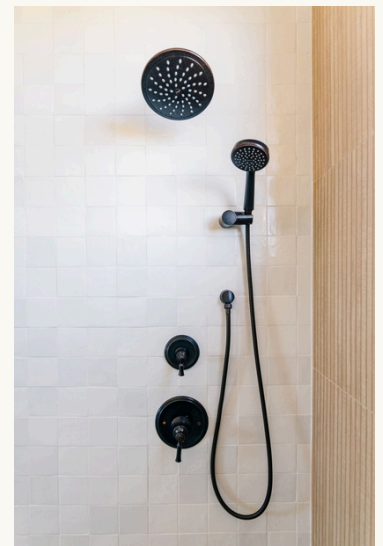
This is a specialized engineer who evaluates the soil, rock, and subsurface conditions of your building site to ensure the foundation and structure will be safe and stable. Based on their findings, they will suggest the best type of foundation and design parameters to prevent structural problems.

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## Structural Engineer

This engineer will design and ensure the strength and stability of your home's framework and structural components. They will provide the structural design, load calculations, safety assurance, and problem solving for site or design challenges.

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*Design a space that truly feels like home.*

