

# The BCM Builders Way of Doing Business



Since 2014, BCM Builders has helped people build dreams and create legacies in and around the Palouse. We especially enjoy helping out at the earliest possible time in the visioning, planning and construction of a custom remodel, home, or other building. Our projects are typically ones in which the project owner wants something built of enduring value.

Of course, we can only help build a limited number of custom homes and remodeling projects every year. We are firmly committed to not take only the amount of work that allows us to meet if not exceed the customer's expectations and our standards.

To help ensure that your project and our company is a good-to-great fit, we follow a process in which we get better acquainted, explore the possibilities, and if we agree to work together, help make it happen! Below is an overview of the process.

1. Prospective customer inquiry
2. Introductory phone call
3. Information sent and returned (email)
4. Initial onsite meeting to get better acquainted with your needs, preferences, and expectations
5. Follow-up meeting to obtain additional information, determine range of cost estimate, and should you choose to do so, you'll sign our Professional Services Agreement (PSA) in which we agree to provide consultative services for a fee which is applied to your account should you choose to have us build your project. Our work under the PSA includes:
  - a. Consultations and project planning related to in-house and third-party services (designer/architect, engineer, and other third-party professionals). Our responsibilities include oversight of these professionals as well as plan review and project value engineering.
  - b. Development or oversight of project deliverables, whichever the case might be, including the plans, construction scope of work, detailed project specifications, and assisting the customer with design and material selections (call outs).
  - c. Finalize the project budget and course of construction schedule.
  - d. Screen, select, and negotiate with subcontractors and suppliers.
  - e. Permit and contract preparation and submission; attendance and participation at any review meetings.
6. Build the project including acting on any change orders. These can be very expensive and cause long delays so we strive to minimize them through our work with you under the PSA.
7. Celebrate completion!
8. Check-in one month later.
9. Check-in 11-months later.
10. Optional maintenance services.