



# ESTIMATING

As a licensed general contractor with our own in house carpenters and painters, we estimate everything from installing new windows, to building a 2 story deck, to completely renovating your home or building an addition. Our estimates are **FREE** if you own the home!\*

**STEP 1:**  
Contact our office!

**Office** | 615-891-1572  
**Email** | office@dancompany.net

**STEP 2:**  
Book an appointment

Our Client Account Manager will email you a calendar invite for your appointment via Google Calendar. You'll receive a reminder the day before.

**STEP 3:**  
Appointment with Estimator  
Our estimator will meet with you onsite and go over the details of the work you'd like completed. With an in-house handyman division, be sure to have that punch list ready with all the small projects you have been wanting to get done!

**STEP 5:**  
Review your estimate!  
After receiving your emailed estimate, take your time to look it over. If you have any questions about it, as always, you can reach out to our office. Please note that only one revision of the estimate is provided at no charge. If additional revisions are requested, we charge hourly for our Estimator's time.

**STEP 6:**  
Approve your estimate!  
Once you've reviewed the estimate and have decided you would like to move forward with the work, contact our office via email or phone to let us know that you approve the estimate. Our Client Account Manager will be in touch to let you know the next steps.

**STEP 4:**  
Estimate Sent via Email

After your appointment, our estimator will prepare your estimate. We have an estimating software and all estimates are sent via email. Sometimes this email is flagged as spam, so please make sure to check there if you don't see your estimate come through! Depending on the scope of work, estimates are completed within 4-6 days of an appointment. If you have questions about this timeline, please give us a call!

## **OVERALL TIMELINE**

Although the timeframe from appointment to signed contract can take anywhere from 1 to 3 weeks, on average this usually takes around 8-10 business days. What pushes this timeline out is if the scope of the project requires additional time for our estimator to build the estimate, and/or the amount of time it takes for you to review your estimate, come back with questions, and issue any new or revised estimates. The average time to start work is within 30 days of a signed contract.

*\* If you do not own the home, we charge \$300 for estimates. This fee is collected before the estimate is sent out, as such an estimate will not be provided until we have received payment. Please contact our office with questions.*



# CONTRACT TO SCHEDULE

Once you've let our office know that you would like to move forward with your estimate, you will receive an email with a copy of the contract which is a separate document from the estimate. Here's how we get from the contract to work started:

1

We need **two** things to get your project on the schedule:

## SIGNED CONTRACT

There are 4 places to initial, and a spot to sign at the bottom of the contract. Please send a signed and initialed contract to our office. You can send this electronically through email or through regular mail to our mailing address.

## DEPOSIT

The last page of the contract indicates the deposit amount we are requesting for your project and any additional draw requests or schedules. The deposit can be paid via ACH payment or a check mailed to our office. We accept credit cards, but please note that a non-refundable 3.5% convenience fee will be charged. Paypal payments can be made with a 3% transaction fee. Please contact our office for more information.

2

## PROJECT MANAGER

Once the signed copy of the contract has been received by our office, we will email you a copy for your records. The project manager will be assigned internally, and they will reach out to you to introduce themselves, review the scope of work with you and address any concerns or questions you may have. They will also set up a company lockbox, if required, and company sign at your home to ensure that our teams can access the jobsite.

3

## TO BE SCHEDULED

Our managers meet every Friday morning to discuss the upcoming week's schedule. At this point any new contracts received during the week are added to the list of jobs to schedule. New work is usually scheduled about a month out and are on a first-come-first-serve basis. There are times that we have openings the following week or we may have last-minute availability, and your project manager will reach out in this event. However, this is not the standard wait time. Once your project has been scheduled, your project manager will be in touch to let you know the start date and general timeline expectations.

4

## SCHEDULED

General schedule notifications take place the week before. After our Friday schedule meeting, the project manager will reach out and let you know what's on the schedule for the following week. Anything further than a week out does not get confirmed or notified due to the nature of construction schedules. Your project manager will keep you updated on the schedule as it proceeds. Feel free to reach out to him at any time with questions or concerns. As a rule of thumb, we start our projects at 7:00 am and work until 5:00 pm. Our in-house crews do not typically work on a Friday except for emergencies, or as an extra request to be paid at overtime rates, unless otherwise agreed upon. All schedules and schedule changes will be communicated to you by your project manager. You do not have to be present while the work is ongoing, but this is up to your personal discretion. We are proud of our professional team members, and they have been trained according to company standards of quality and care for your sacred space.