



Welcome to Bencar Building Systems, LLC

Welcome and congratulations on your decision to remodel your home with Bencar Building Systems, LLC!

This **New Client Kit** is part of our effort to make working with us as easy as possible. It is also designed to help you get the most from our services. Please take a few minutes to familiarize yourself with the information contained in this kit.

We are very excited to be working with you! If you have any questions, feedbacks, or requests, please don't hesitate to contact us.

How To Contact Us

By Phone

Feel free to call our office anytime 203-269-9204. We are here to help. In case you need to reach us after hours you can call Cody's cell: 203-710-2149, Nancy's cell: 203-214-7650, or the office number as we can check for messages.

Mailing Address

If you ever need to stop by our office or mail something to us, here is our address:

Bencar Building Systems, LLC
15 Atkinson Lane
Wallingford, CT 06492

Email & Website:

Our Email: mail@bencarbuildingsystems.com

Our Website: <http://www.bencarbuildingsystems.com>



How We Invoice For Our Work

Invoice Schedule

Beyond your initial deposit, you may be invoiced at the start of different phases of work.

Your project may be broken down into several payments based on starting phases of work. For example, a payment may be due at:

- Start of Work,
- Start of Drywall
- Start of Flooring
- Etc.

For a large project, there could be as many as 6-8 payments scheduled.

The final payment is due “upon substantial completion.” Substantial completion is interpreted as the date when the construction is sufficiently complete so that Owner can occupy or utilize the improvement. Items which may require final adjustments or small back-ordered parts (such as a knob) do not negate *Bencar Building Systems, LLC's* request for final payment.

Preferred method of invoice delivery

We can send your invoice via USPS or by email. Please let us know which you prefer.

- Please e-mail me a copy of my invoice
- Please send me a copy of my invoice via USPS

Change Orders / Unanticipated Work

In the event that your project requires or that you would like to add services or materials that are not covered under our original agreement, we will provide you with a project “Change Order” with a fixed price. All “Change Orders” will be written and agreed upon and are to be paid-in-full at the next scheduled invoice. You will never be charged for any services or materials that you have not pre-approved.



Frequently Asked Questions

What time will daily work begin and end?

Our working hours are usually 8:00 am to 4:00 pm. In the event that we need to start earlier or work later, we will always ask for your permission ahead of time.

Can work be scheduled on weekends?

There may be times when we need to work on a Saturday. We will contact you to be sure this is not an inconvenience for you.

If there is an after-hours emergency, who should we call?

You may call Cody's cell: 203-710-2149 or Nancy's cell: 203-214-7650. The office phone is monitored after hours and on weekends also 203-269-9204.

Who should we talk to about additional work or comments/suggestions on the project?

Additional work or questions concerning the job should be directed to Mark or Nancy Benson

Will any work areas need to be completely cleared of furniture?

Yes, all areas that we will be working in should be completely cleared. More details on this can be found in the "*What do we need to do to prepare for the project?*" section on the next page.

Does any landscaping need to be moved or protected?

We will discuss this before we begin your project.

If there are pets, where should they be kept during construction?

We need them to be contained, not running around where they may get hurt or lost.

If there are children, what rules apply to them around the work site during working hours?

For safety, we require that children and adults stay out of the immediate work area (even after working hours.)

Will workers need to use our restroom?

On large projects, we will have a portable toilet on site.



Things you should expect from us:

1. Courteous and professional service.
2. Completion of your project in a timely manner
3. Professional care of the interior and exterior of the home.
4. Labor and warranty issues will be addressed and completed in a timely manner.
5. We provide proper disposal of existing materials.

What you need to do to prepare for the project:

1. Please move furniture, window treatments, or valuable pictures from the work area. Also, clean out cabinets, closets, etc. if necessary.
2. Have a clear work area. Let us know where we can park our vehicles.
3. Please keep children, adults, and pets from work areas.
4. We would like your permission to set one of our signs in your yard. This lets your neighbors know who we are in case they have any problems or concerns. It also serves as a marker for material deliveries.
5. Please communicate any cautions or concerns to our team.
6. We take pictures of all of our projects – before, during and after. We may post them on our website.
7. Alarms – reconnection should be scheduled with your alarm service provider, if required, at the time of installation.
8. Attachment (or re-attachment) of exterior or interior shutters, satellite dishes, window treatments, or other interior wall furnishings may *not* be possible. Please consult with us with any concerns you have prior to starting your project.
9. It is our intention to have a “zero” punch list at the end of your project. Communication is essential for both of us. Every effort will be made to ensure that your project goes as smoothly as possible to make your remodeling experience a pleasant one. If we are not performing up to your expectations, please tell us. Thank you for your business. We look forward to serving you.



How to Refer Others to Bencar Building Systems, LLC

Referrals are our primary method of marketing. We have found that a prospective client who is referred to us is better prepared to appreciate the value that we can offer. We want you to know that we understand the trust you place in us when you offer a referral and do not take that lightly.

Please use this document as a guide when you refer us to your family, friends, and neighbors.

How to Spot Our Ideal Client

Our Ideal Client takes pride in their home and value honesty, respect and clear communication from their remodeler. They enjoy having one point of contact and value a remodeling process that involves little stress and a worry free experience. Their jobs range from small carpentry projects, to bathroom and kitchen remodels, all the way to complete home additions.

How to Best Communicate What We Do

The question is: **What is *your* remodeling story going to be?** There are so many nightmare tales out there and regrets from homeowners on whom they selected for their remodeling project. We are focused on creating remodeling stories that our clients proudly and happily share with their family and friends.

Your referrals receive our 4-Point Promise, which consist of:

1. Remarkable & Prompt Communication.
2. A clean jobsite that your family can live around.
3. Guaranteed to keep you on Budget
4. Zero-Sales Pressure from Bencar

Full details can be found on our website: www.BencarBuildingSystems.com

Our Client Referral Offer

Any referral you send to us that becomes a new client; you will be given the *option* to have us:

1. Donate **\$20-\$100** (depending on the project size) in your name, to a local charity.
2. Send you a **\$20-\$100** (depending on the project size) Dinner Gift Certificate to the local restaurant of your choice.

How Our Client Referral Process Works

When you have a referral for us you can call or e-mail us with their information or have them call us directly.

The first step will be to answer their initial questions and start the Remodeling Process with our "Project Discovery" session. *We can't thank you enough for introducing us to your family, friends & neighbors!*