

A WolfHeart Project: Beginning to End



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ABOUT OUR CLIENT

Cathy is a recent retiree who has been active all her life. After recovering from an injury that resulted in unexpected surgery, Cathy decided to upgrade her home, not only for a change of style, but for aging in place safely. As a life-long athlete she foresees more joint surgeries and wanted to be sure she can enjoy her home for years to come, which meant practical upgrades to the usefulness of her kitchen, aesthetic upgrades to her living spaces, and safety upgrades in her main bathroom.



ABOUT THE PROJECT

Our team set out to create a space that reflects Cathy's passion for outrigger canoeing, and her love of BC's wild coastal regions. Colours and finishes were selected to represent the ocean, driftwood, sea glass and our temperate rainforests. Careful planning and a collaborative creative process ensured that both the technical and aesthetic upgrades to Cathy's space would reflect her lifestyle and personality, to bring her true joy every time she walks through the door.

OUR PROCESS

PRE-CONSTRUCTION AGREEMENT

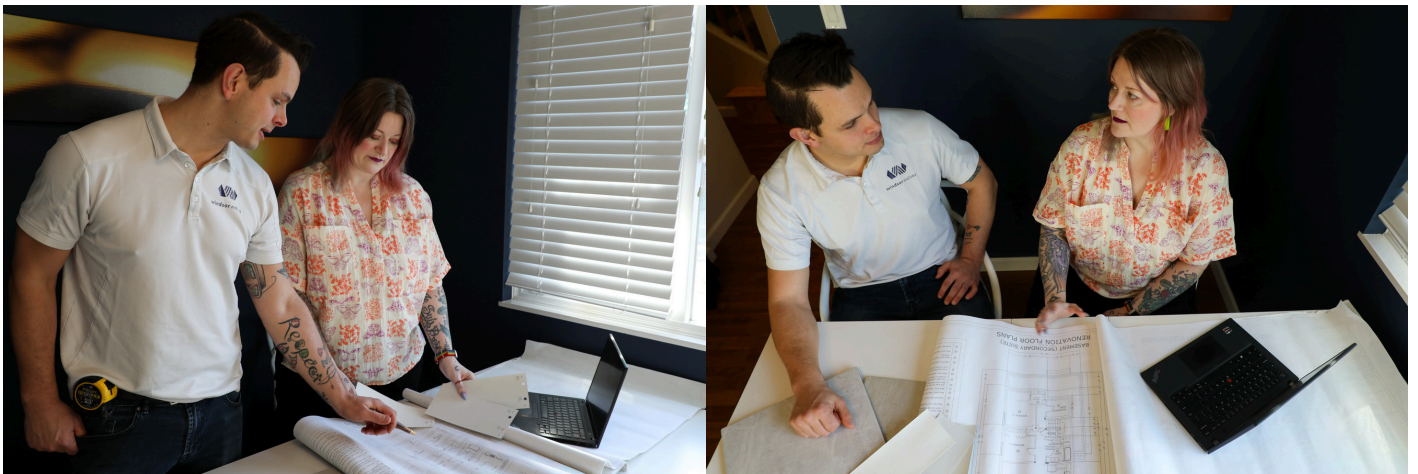
For every WolfHeart renovation, our journey begins with a concept development consultation. This consultation lays the groundwork for our pre-construction agreement by assessing the design aesthetic, technical needs, budget range and feasibility of the project objectives. From here, our team is able to build a report that becomes the jumping off point for our pre-construction agreement, or PCA.



A pre-construction agreement is crucial to ensuring the foundation for a successful, accurate, stress-free project.

Our PCA is a foundational document that sets the tone for the entire project, outlining roles, responsibilities, expectations, and deliverables before the first hammer strikes. This agreement not only ensures clarity and alignment between all parties, but also helps ensure a seamless and efficient construction process. Think of the PCA as a detailed roadmap; it defines project objectives, the budget, design specifications, trades instructions, procurement information and timelines. It also includes provisions for handling potential risks, unforeseen delays, and change orders, ensuring that everyone involved is prepared for any detours we need to take. We try our best to be exact, but renovations often come with unforeseen surprises. By addressing these elements upfront, our agreement minimizes the risk of miscommunication and makes allowances for the unexpected, with the goal of fostering trust and transparency between our team, our trades partners, our vendors and our clients.

Key elements of our pre-construction agreement include the scope of work, preliminary cost estimates, and detailed descriptions of necessary pre-construction activities, such as site evaluations, hazardous materials assessments, and engineering reports. The PCA phase of our projects also covers your personalized interior design collaboration experience. The intention behind our boutique interior design service is to allow our clients to have an active voice in shaping their project, ensuring that their dream home becomes a reality through clear communication in the form of technical drawings, specification documents, purchase orders and other relevant documents.



Additionally, the pre-construction agreement ensures compliance with local regulations and safety standards, especially when it comes to addressing environmental concerns like asbestos abatement. Asbestos is an ongoing concern in many homes across the Lower Mainland and Fraser Valley, so outlining our testing procedures and how to deal with the affected items is crucial. In townhomes or condominiums, the PCA is a key tool we can use when seeking renovation approvals from strata councils, and is an excellent support document when applying for permits from any municipality.

Ultimately, our PCA is a vital document that aligns the vision of our clients with the technical expertise of our team and partners, creating a strong foundation for a successful and stress-free construction experience.

HAZARDOUS MATERIALS

Every WolfHeart PCA highlights the importance of hazardous materials testing and safe abatement with an experienced abatement and demolition crew.

When it comes to the possibility of toxins, especially in homes built before the 1990s, ceilings, drywall, tiles (both backsplash and floor), and vinyl flooring must all be tested, without question. Hazardous materials testing is non-negotiable; our team insists on ensuring that all safety protocols are meticulously followed during the renovation process. This step is essential, to protect not only our subtrades team, but also the long-term safety of the space for our clients, their guests, and any future occupants. Once our hazardous testing is completed, we take time to make sure our clients can review the results and ask us questions. Our goal is for our clients to feel informed and empowered in understanding not only the findings, but the required abatement plan and its cost. We won't proceed with demolition unless the client feels confident with the plan and signs their approval. It's also important to note that abatement procedures can often have an unexpected impact the budget, so thorough hazmat investigation and honest communication about the findings is vital to all aspects of a renovation.

Given the age of the building, we had anticipated the high probability of both asbestos and lead being present in the materials at Cathy's jobsite. Both substances were found present in the kitchen and both bathrooms, with further traces of asbestos also found in the living areas. Once asbestos was confirmed and located, our demolition, deconstruction and abatement experts meticulously executed setup for safe removal of the contaminated materials, including a thorough post-abatement cleanup to ensure no remnants were present as the project proceeded.



ENGINEERING

A structural engineer's report plays a pivotal role in ensuring that every structural change within a project is both safe and compliant with regulatory standards. This includes modifying, removing, or moving walls. For Cathy's renovation, our team engaged with a structural engineer for validation of our plan to open up a wall between the kitchen and dining area. Every aspect of demolition and reconstruction of this opening was overseen for the purposes of health, safety, and structural integrity. Careful planning and oversight are always crucial when moving walls; for this project, our plan had to be especially detailed, as most of the proposed structural changes were adjacent to a wall the kitchen shares with a neighbouring townhouse unit.



TECHNOLOGY

Ensuring easy access to reference materials and project information is essential for clear communication during any renovation. The WolfHeart team leverages 'at a glance' technologies such as visualization software, collaborative project management apps, online schedule tracking, and integrated file sharing. This approach provides our clients, trade partners, and vendors with daily updates on works in progress, directly on their phones. These tools are user-friendly and easy to understand.

We use immersive 3D viewing services like Matterport and iGuide to capture job site details that may be missed with still images alone. These services create detailed, interactive representations of physical spaces, providing users with a 360-degree view of each room and the ability to virtually navigate through the spaces. This virtual walkthrough helps our trade partners and vendors understand the home and renovation plans, allowing them to better prepare for onsite estimates and address any questions before viewing the space in person. These services also provide our team with floorplans for both structural and design purposes.

For project management details from PCA to client handover, we use CoConstruct to ensure clear and open communication throughout the renovation process. CoConstruct helps our team deliver a seamless renovation experience by improving communication, transparency, and efficiency, ensuring that homeowners are informed and involved every step of the way. Our team can create detailed project schedules, making it easier for homeowners to stay in the loop with everything happening on the job site.

This platform provides a centralized place for all communications, with an easy-to-use app or desktop log-in, making it easy for homeowners to stay in the loop with everything happening on the job site. Updates from our team and messages from trade partners are all in one place, ensuring alignment and addressing any questions or concerns promptly.

Daily activities on the job site are documented using written logs and photo uploads, helping to track progress and maintain accountability, as clients can see exactly what's been accomplished each day. Budget management is another critical aspect; CoConstruct allows the WolfHeart team to create accurate estimates, track expenses, and compare them against the initial budget, providing our clients with a clear understanding of where every dollar is being spent.

BUDGET TRANSPARENCY

Clear budget transparency is a cornerstone of our approach, ensuring our clients feel confident and informed throughout the renovation process. During the project bidding stage, we obtain three quotes per trade, using our clients' decision-making matrix as a starting point. Depending on their priorities — whether it's quality, cost, or timeline — we guide our clients through each estimate and explain our profit margins, including project management fees and administrative costs. We work closely with clients to establish hard margins and advise on how best to keep to the number they're most comfortable with.

Our transparent cost-plus billing system ensures clients understand how their investments are allocated, covering materials, labour, and other expenses. We provide comprehensive trade partner estimates for every aspect of the project, from demolition to construction, installation, and finishing. These estimates include line-item breakdowns for materials, labour, and optional upgrades.

Clients are actively involved in detailed budgeting meetings, ensuring their preferences are considered and their satisfaction is achieved upon project completion. Our approach fosters an environment of trust and allows for flexibility when changes arise during the construction process. We make it clear that with cost-plus billing, there's no risk/contingency allocated, so the client has more responsibility to communicate their comfort levels and review project updates as we go.

We support clients in understanding the numbers so they feel empowered to make the best decisions for their bank account and their home. We handle all follow-ups, fight for our clients on the best pricing, manage deficiencies, ensure trade accountability, and oversee everything necessary to guarantee the highest level of customer satisfaction. We recognize that a large expenditure like renovation can be nerve-wracking. That's why we aim to keep the communication doors open, always as a two-way process, so our clients feel confident and empowered as the numbers come in. We aim to put as much heart into your home as you do, ensuring that you understand every aspect of your investment.

SCHEDULING

The development of a solid renovation schedule is a critical aspect of ensuring a smooth and successful project. Our focus is on creating a detailed schedule with realistic timelines, which allows us to line up trades back to back or overlap them whenever possible to maximize efficiency. One of the unique advantages of working with WolfHeart is that our trades are locked in for the duration of the project. They won't give up our project for another job, as the schedule is determined and set in advance.

We maintain a live schedule on CoConstruct that is accessible to all parties involved. As the project progresses, any changes to the schedule are broadcast in real-time, ensuring that everyone is always on the same page. We offer both Gantt and calendar views of the schedule, detailing who is scheduled when: visitors, deliveries, trades and what they're working on, walkthroughs, and more.

As soon as the Pre-Construction Agreement (PCA) is signed off, all parties can access the schedule online, providing transparency and facilitating collaboration. Job logs, photos, and other updates are posted daily, giving a clear and up-to-date picture of the project's status. Additionally, CoConstruct's messaging system keeps all communications centralized, making it easy for everyone to see and respond to important information.

By prioritizing detailed scheduling, we ensure that each renovation project is not only efficient but also transparent and organized. The live, accessible schedule allows for seamless adjustments and keeps all parties informed, making sure that every phase of the renovation is completed on time and to the highest standards.

PROJECT MANAGEMENT

Clear communication and expert oversight are essential to achieving a successful project outcome. Our approach to renovation includes a minimum of three touch points per project per week from at least one member of our team. Your assigned project manager (PM) is at the forefront of these efforts, ensuring that every project runs smoothly and efficiently.

While we love leveraging technology, we understand that it can't do everything. Every project requires communication "around the edges," and for that, we rely on our PMs. They serve as our communication hub, adding the personal touches that our team values most. This starts with learning our clients' communication styles, both literally and psychologically. By understanding how clients prefer to receive and process information, our PMs ensure that communication is always clear, efficient, and tailored to your needs. This personalized approach helps build trust and fosters a collaborative environment where our clients feel heard and valued.

Your PM handles all follow-ups, fights for the best pricing for your project, manages deficiencies, ensures trade accountability, and oversees everything necessary to guarantee the highest level of customer satisfaction. They are our point person for all questions, either getting the answers themselves or directing communication between those who can resolve issues. Your PM acts as the eyes and ears of our clients and the WolfHeart team when working with trades and vendors.

As the first point of contact and the face of each project, your PM ensures that every detail is managed with care and precision. Their role is crucial in maintaining the quality and success of our renovations, providing the personal touch that sets WolfHeart apart.

DESIGN, DEMO, AND BUILD

Let's take a look at the design proposal:



INSPIRATION



Tranquil Adventures Coastal Hues Natural Elements

This design concept embodies tranquility and adventure, drawing on the soothing hues of sea glass in blues and greens, and the raw textures of driftwood.

The selections for this renovation capture Cathy's vibrant personality, her connection to the ocean and her love of paddleboarding, reflecting the serenity and joy she finds in BC's natural beauty.

A harmonious blend of greys and greens paired with natural elements creates a palette that's both invigorating and calming.



CONCEPT



PALETTE



Benjamin Moore "Carolina Gull": We've chosen this rich, muted green for Cathy's kitchen cabinets. The mid-tone grey/green evokes a sense of grounding and connection to nature. It's reminiscent of the deep, calming hues of the Pacific.

Sherwin Williams "Sea Salt": This soft, pale green with hints of blue is a dreamy sea glass colour, calming and inviting, and plays beautifully off the driftwood tones of Cathy's flooring selection. Sea Salt brings a fresh, airy feel to the space, adding a sense of serenity and relaxation.

Sherwin Williams "Light French Grey": This elegant warm grey embodies the raw, natural textures of our rocky coast, adding depth and sophistication to the design. Its subtlety enhances the overall sense of peace and harmony, tying the concept together.

Together, these colors create a harmonious blend that reflects the coastal feeling Cathy loves, making her space both invigorating and calming.

DESIGN DEVELOPMENT

Several interior design options were presented to Cathy when deciding how to make the kitchen feel more connected to the rest of the home. Careful consideration was put into tearing down walls and moving appliances and plumbing. However, being able to honour both the budget and strata requirements meant scaling back on these ideas. Instead, Cathy agreed to expanding the existing kitchen pass-through window, which was barely functional. The end result is a large connective opening, providing more natural light and giving Cathy a view through the living area and into her backyard and green belt. This opening also provides more useful conversational and serving space between the kitchen and dining room for entertaining.



CONCEPT



Cathy's kitchen design embraces the charm of an updated coastal cottage, with our starting point being a mixture of restored and custom cabinetry in our moody, stormy Carolina Gull.

The backsplash features Melange Bianco from City Tile, a 4 x 4 tile with a hand-made and hand-glazed aesthetic, adding a touch of timeless elegance.

For the flooring throughout the home, we've chosen Beaulieu Interlagos Turbo, a luxury vinyl inspired by driftwood with subtle green undertones that blend seamlessly with the cabinetry.

The countertops are Moorland Fog by Caesarstone, a mix of beige, grey, and white that pulls together all the design elements to create a harmonious and inviting space.

Benjamin Moore's Carolina Gull was used on the kitchen cabinets, updating the colour story to reflect the rest of our theme. Laminate countertops were replaced with Caesarstone's beautiful Moorland Fog, a white based quartz with veins of grey and brown that echo the rocky beaches of BC's wild coast. Cathy loved the irregular edges and hand-made feel of the white tiles she previously had on her backsplash, so the porcelain 4 x 4 selected to replace it also has a hand-made look, with raw edges and variations in the glaze, giving it an artisan feeling, reminiscent of a Gulf Island cottage retreat. Outdated, yellow-toned recessed pot lights were upgraded to daylight range LED disks, for a cleaner and brighter quality of light.



CONCEPT



Cathy's bathroom design is a monochrome scheme inspired by the Sunshine Coast. The colours and textures mimic a rocky beach strewn with sun-bleached driftwood.

The floors and walls will be tiled in Olympia Tile's Oasis series, which features a speckled pattern reminiscent of terrazzo and raw granite. We've repeated the Moorland Fog countertop, continuing the theme from the kitchen to tie the two spaces together with a common thread.

To anchor the room and add gravitas, we've chosen Benjamin Moore's Asphalt for the cabinets. This deep, sophisticated slate colour adds drama and contrast to the lighter elements in the space, grounding the overall design and giving it a modern yet timeless appeal.

Additionally, we are removing Cathy's bath to make way for a walk-in shower with a bench, ensuring a safe, accessible bathroom as Cathy plans to age in place.

Cathy requested a more subtle and neutral palette for the main bathroom; to follow our theme, the selections were made with the shale and granite of a rocky shoreline as inspiration. An unusual step-up-step-down bathtub was transformed into a walk-in shower, both for the aesthetic value and for the future safety and accessibility Cathy needs for aging in place. Layers of greys were chosen for the space, both warm and cool, from charcoal to mist, to give the sense of a spa carved out of stone. The powder room on the main floor received a minimal cosmetic upgrade, but it really looks like a brand new room. Herb Garden from Benjamin Moore is our wall paint, a rich and leafy green, exactly as the name suggests. This hue gives a nod to our lush, fern-carpeted forests, and is paired with bright whites to make it truly pop.



CONCEPT



Last but not least, Cathy's powder room is the gem of the home!

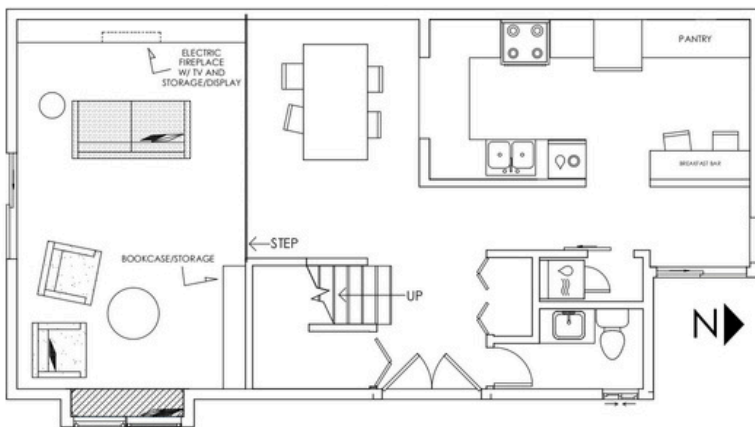
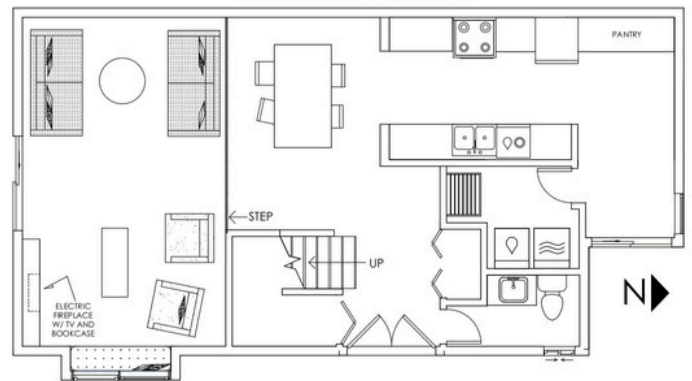
For this tiny bathroom, Cathy wanted a bright and unexpected colour and Herb Garden by Benjamin Moore was the perfect choice. This vibrant and lively green captures the essence of Springtime, adding a splash of nature-inspired energy and freshness to the room.

To create a brilliant contrast, we chose High Reflective White by Sherwin Williams for the restored vanity and trim. This pure, crisp white is one of the brightest whites available, making it perfect for highlighting architectural details and adding a clean, fresh look. Together, these colours will make the room feel like a snowy evergreen grove, offering a delightful and refreshing escape within the home.

Moorland Fog counters make another appearance here in the powder room, that continuous thread woven throughout each space to unify the home's new look, anchored by our Beaulieu Interlagos Turbo.

The home on a whole saw other aesthetic upgrades, such as a new paint scheme throughout, additional LED lighting in the living spaces, and luxury vinyl plank flooring. The vinyl plank was chosen for two distinct reasons. Visually, the material (Beaulieu Flooring's Turbo series in Interlagos) has an equal balance of pale golds and sandy greys, making it look like driftwood, once again fitting perfectly into our coastal theme. Practically, vinyl was chosen not only for Cathy's canoeing hobby in mind, as she will be entering the home with wet boards and clothing, but also for her safety in the future, if she ever requires a mobility aid such as a cane or walker.

Early concepts presented to Cathy:



DEMOLITION

Once our PCA phase is completed, all aspects of the design and renovation plan are approved by our client, and our job site is certified safe and free of toxins, it's time to get into the nitty gritty. Installation may be where the magic starts to happen, but the "pretty stuff" is impossible without a smooth and well-coordinated demolition.

Once abatement was complete on Cathy's project, our demo team got to work preparing the space for its reimagination. Precise areas of the ceiling were cut open for our electricians to wire in new living room lighting, as the home previously had no overhead lights in this area. The crew also created the proposed kitchen opening, removed the kitchen backsplash and counters, and carefully deconstructed the kitchen cabinetry, as some of the millwork was preserved and reinstalled with a view to sustainability and budgeting. The carpet was removed on the main floor, to make way for our luxury vinyl plank, but was also secured and reclaimed to re-carpet the stairway.

During the demolition phase, our project manager Joseph Pienaar facilitated essential coordination between our trades partners by visiting the site to clarify requirements between the demolition team, electricians, plumbers, framers and to report back to Cathy, to keep her informed of the progress and changes. Joe also captured and forwarded images of the kitchen opening to our structural engineer for further evaluation, guaranteeing that all the new framing met the necessary structural integrity benchmarks. This collaborative approach underscores the importance of clear communication and expert oversight in achieving a successful project outcome.



CONSTRUCTION

Three elements of the project stood out as the most critical when it came to demolition and reconstruction.

KITCHEN MILLWORK INTEGRATION

For Cathy's renovation, we designed new custom cabinetry to be integrated into the existing cabinets. Our goal was to address both waste prevention and cost mitigation while enhancing the functionality and aesthetics of the space. This phase of the project began with demolishing cabinets that were no longer needed and reconfiguring those we intended to blend into the new design. Relocation and reuse ensured the optimal use of existing materials.

Collaboration with Sunwood Kitchens was crucial in matching and replicating the existing kitchen door style and cabinet materials, allowing for an accurate refinishing spray by Kitchen Makeovers. Spraying the entire kitchen in a darker colour ensured a seamless blend of old and new cabinetry and provided a consistent, polished look. Relocating the fridge and designing new custom pantries significantly improved storage and space efficiency. The kitchen's functionality was greatly enhanced, making it more convenient and user-friendly for Cathy.

The success of this "Frankenstein" kitchen hinged on the collaboration of three key trade partners, with quality and teamwork at the forefront. Joe's management and coordination were essential, ensuring every detail was meticulously planned and executed. Although this kind of undertaking is not our preference, as many more things can go wrong when trying to combine old and new cabinetry, the finished product at Cathy's is a wonderful success. The result is a kitchen that not only meets Cathy's needs but also reflects a commitment to sustainability and craftsmanship.



KITCHEN/DINING PASS-THROUGH

We undertook the task of enlarging the kitchen pass-through window to create a more open and connected space between the kitchen and dining room. This project involved significant preparation and coordination to ensure a seamless and structurally sound result.

Firstly, we needed to re-route the drainage, water lines, and plumbing venting for the upstairs bathroom, which included the toilet, shower, and vanity. These were all located in the wall between the kitchen and dining room, presenting a unique challenge. Our structural engineer advised on the appropriate size of the opening for the new pass-through, ensuring that the structural integrity of the home was maintained.

Our plumbing partner played a crucial role by capping off and deleting the plumbing running from below the slab through that wall to upstairs. This allowed the necessary space for our carpenters to install a beam. The process began with the construction of temporary walls to support the ceiling while the existing wall was removed. The carpenters then added a beam to bear the weight of the floor above, facilitating the planned opening. The beam had to support the underside of the floor joists upstairs, and we used a point load system as specified by our engineer to ensure stability.

Once the structural work was completed, our plumbers routed the plumbing back up. We anticipated the need for a bulkhead above the kitchen cabinets to house the new drainage, water lines, and venting. The bulkhead was installed to fit the plumbing as neatly as possible, allowing for the largest possible opening into the dining room.

This project required the collaboration of our structural engineer, plumbing partner, and carpenters, with each trade partner playing a vital role in its success. The quality of the work and the seamless coordination were key factors in achieving the desired outcome, a beautifully enlarged pass-through window that enhances the flow between the kitchen and dining room, creating a more open and inviting space for Cathy to enjoy.



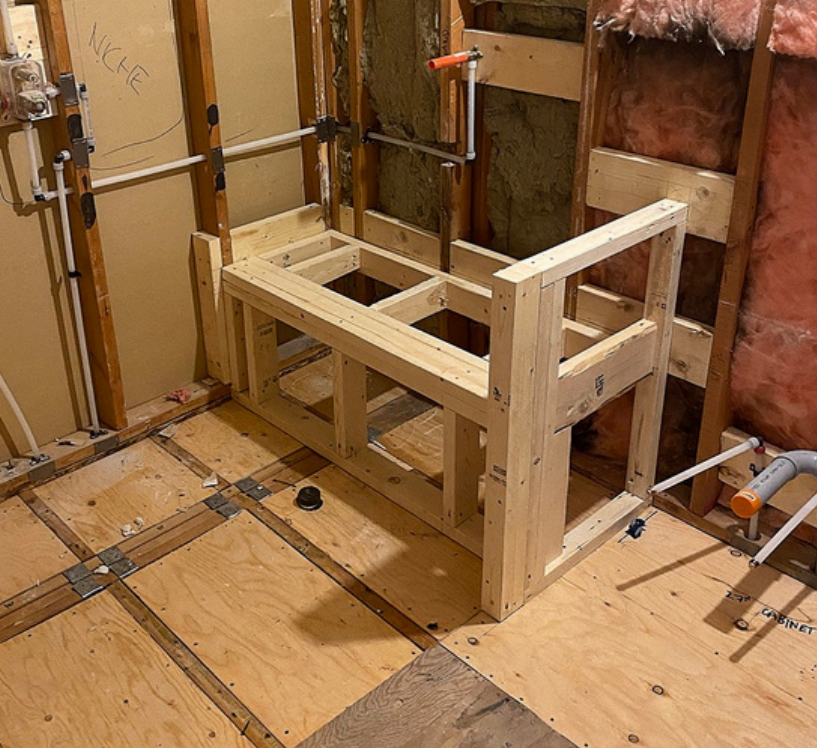
MAIN BATH CURBLESS SHOWER

The main bathroom at Cathy's project underwent the most dramatic transformation, both visually and structurally. One of the key features of this renovation was the creation of a new floor assembly for a curbless shower. We began by demolishing the original step-up-step-down bathtub, which was a notable hindrance to Cathy during her recovery from surgery. Following this, we pulled open the subfloor to allow plumbers easy access to reroute all new plumbing lines. This top-down approach not only simplified the process for the plumbers but also made it straightforward for the carpenters to make repairs afterward.

Our top priority was facilitating the necessary slope for the curbless shower without causing a large transition from the hallway flooring through to the bathroom floor. This required containing the slope solution within a small space. We achieved this by dropping the subfloor, shaving down the joists by 3/4", and adding new framing components. The area was then sheeted to create a flat base. The plumbing components included a dropped drain assembly system to assist with the drain package. Joe played a crucial role in coordinating the efforts between the plumbers and the tiler to create a suitable custom slope that ensured water would run efficiently into the new drain assembly.

Curbless showers are particularly important for accessibility and rehabilitation, especially as Cathy foresees joint replacement surgeries in the future. These showers provide a barrier-free entry, making it easier for individuals with mobility challenges to access the shower safely and independently. The lack of a curb also reduces the risk of tripping, which is essential for anyone recovering from surgery or with limited mobility.

By anticipating Cathy's future needs, we ensured that the bathroom not only looks modern and sleek but also supports her long-term health and well-being. This thoughtful design consideration highlights our commitment to creating spaces that are both beautiful and functional, tailored to our clients' unique requirements.



PROJECT DETAILS

Let's look at each aspect of this renovation more closely.

GENERAL

FLOORING: Replaced ground floor carpet with luxury vinyl plank, recovered the stairs with client's existing carpet.

PAINT: Ceilings, trim and finishing, ground floor, upper floor, bedrooms.

TRIM/FINISHING: New baseboards, new crown mouldings, finishing elements around the stair post and fireplace, laundry door valance.

ELECTRICAL: Lighting installed in living room and main bedroom (none previously), new baseboard heaters, updated or relocated switches and outlets as needed.

LAUNDRY CLOSET: Refinished cabinets to match kitchen, added bi-fold doors on barn track outside of closet to give additional space inside for larger modern washer/dryer units, created valance to camouflage the track.

LIVING ROOM WALL: Added MDF trim to stair post to create depth for skim coat needed to hide protruding concrete slab.



KITCHEN

OVERVIEW: Rerouted plumbing, venting and drainage to allow for the structural loading of the new beam to enlarge the pass-through window. "Gentle demolition" of the kitchen with the goal of integrating some existing cabinets with new, custom millwork.

ELECTRICAL: New and retrofit lighting, moving outlets as needed.

PLUMBING: Deleted redundant plumbing, installed new water lines, shut offs, venting and drainage.

MILLWORK: Merged new custom cabinets with existing, brand new spray finish for cohesive look, new hardware.

COUNTERS: Measure and fabrication of Caesarstone to replace laminate.

TILE: 4x4 porcelain backsplash tile in hand-made, hand-glazed finish.

PAINT: Sherwin Williams Sea Salt carried through from living spaces for continuity.



MAIN BATH

OVERVIEW: Dropped the subfloor to gain height tolerance, to facilitate a curbless shower without requiring a transition into the main hallway upstairs.

ELECTRICAL: Moved fan into the room from previous location in hallway ceiling, added new lighting.

PLUMBING: Deleted old drainage, ran new water lines, created dropped rain assembly to preclude standing water, installed rainfall shower head and matching shower wand.

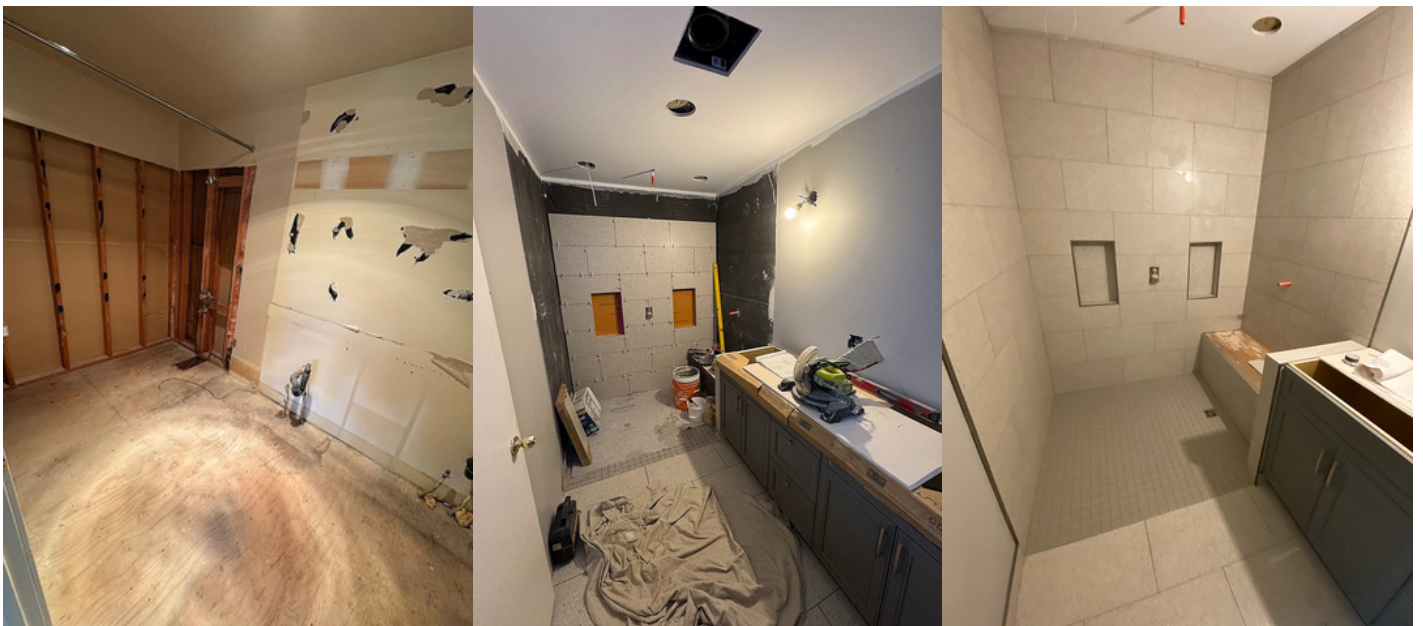
MILLWORK: Custom vanity and linen tower, hardware to match kitchen for continuity.

COUNTERS: Measure and fabrication of Caesarstone.

TILE: Shower walls and floor 12 x 24 porcelain, shower mosaic 2 x 2 commercial grade non-slip porcelain.

PAINT: Sherwin Williams Light French Grey carried through from hallway for continuity.

OTHER: Built-in bench in shower connected to pony wall for visual separation between shower and vanity, and to support shower glass, new towel racks and vanity mirrors to match plumbing fixtures, design drawings presented to the client for possible safety bar installation in the future.



POWDER ROOM

OVERVIEW: Cosmetic updates to flooring, lighting, and vanity.

ELECTRICAL: Retrofit heat lamp and added new vanity light.

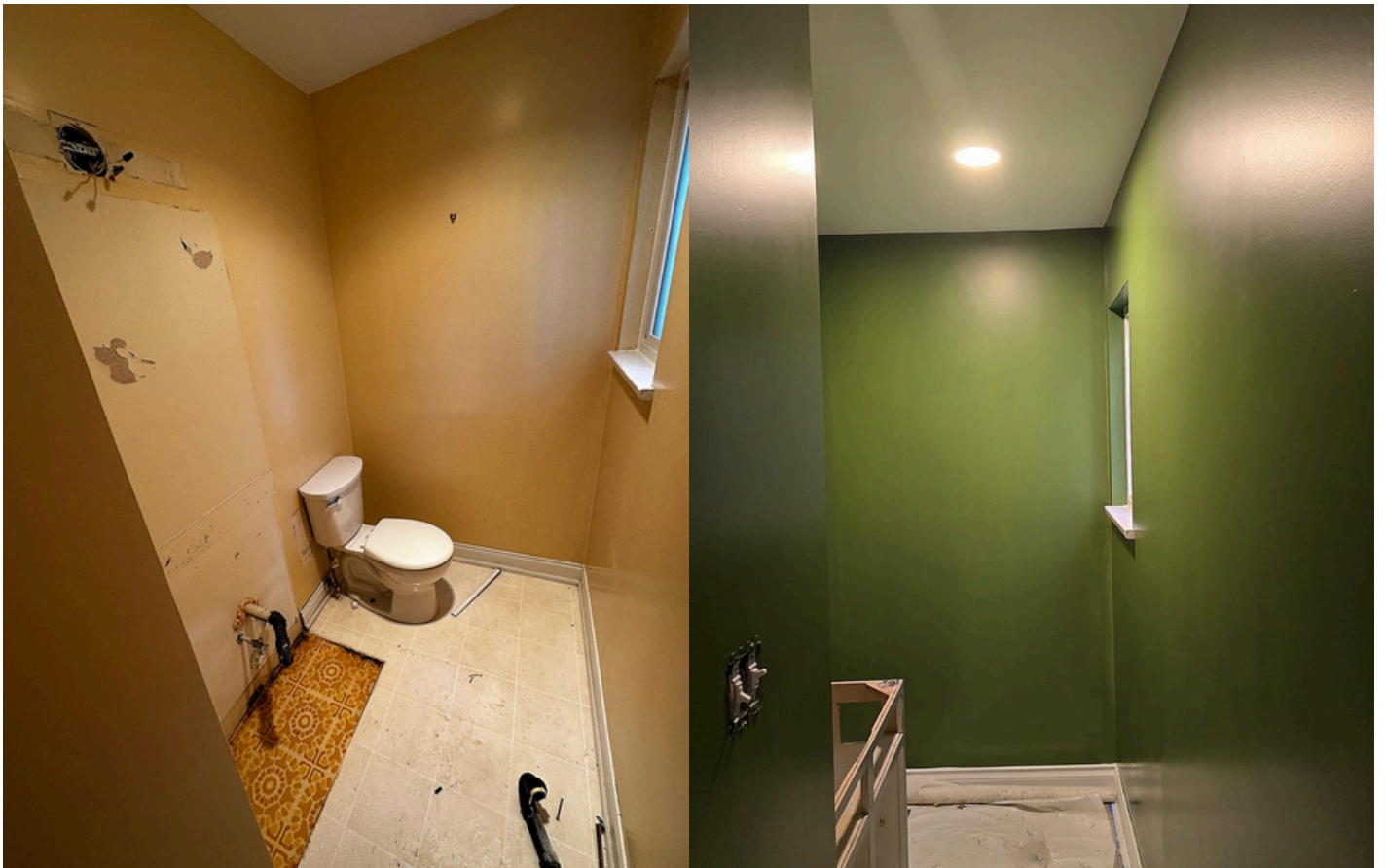
PLUMBING: New sink and faucet.

MILLWORK: Refinished existing vanity and installed hardware to match kitchen.

COUNTERS: Measure and fabrication of Caesarstone to replace acrylic top.

PAINT: Benjamin Moore Herb Garden 434.

OTHER: Custom framed mirror.

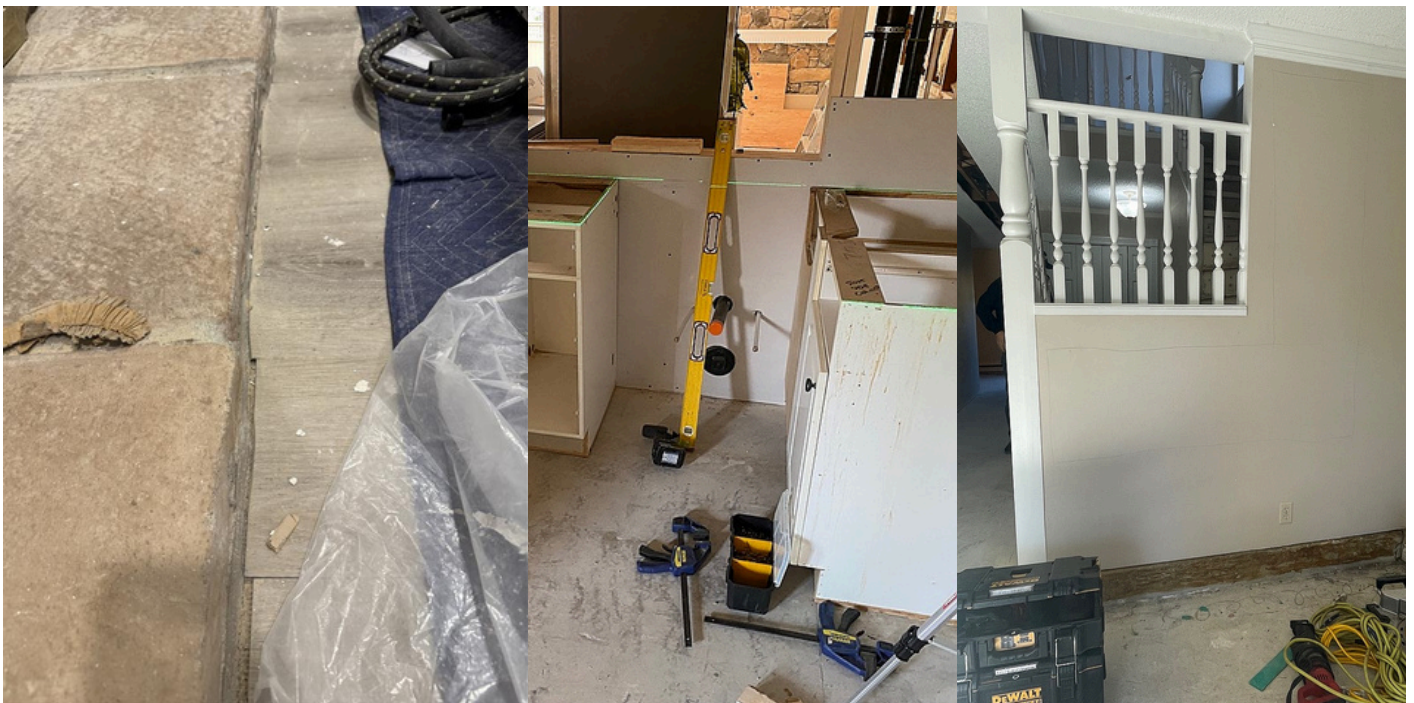


KEY MOMENTS

Problem + solution + implementation = successful resolution

Unforeseen problems are a regular occurrence in renovations, as it's often impossible to know what challenges we'll encounter until the walls are open. This uncertainty requires a measure of trust between us and our clients. When WolfHeart encounters an issue with a renovation project as planned, we use a "problem > solution > implementation" framework to keep the project moving forward efficiently. This approach ensures that any obstacles are swiftly addressed, solutions are developed collaboratively, and the necessary steps are taken to implement those solutions, minimizing delays and maintaining the project's momentum.

During Cathy's renovation, a few unforeseen items required discussions between trades, Joe, Shona, and Cathy to resolve in a practical and stylish way. This collaborative effort was essential in maintaining the integrity of the design, upholding our quality standards, and assessing the impact on the budget and timeline.



FIREPLACE: Initially, our design plan aimed to decommission Cathy's wood-burning fireplace and replace the outdated rock façade. However, due to budget constraints, the kitchen and bathroom renovations took priority. Once the carpet was removed to make way for our luxury vinyl flooring, the irregular edges of the stone hearth presented an unsightly and challenging finish.

PROBLEM: The hearth's uneven and unattractive edges.

SOLUTION: Create a clean, straight edge for a visually appealing finish.

IMPLEMENTATION: Our finishing carpenter built a frame using trim, and our tiler expertly filled it with grout to match the rest of the fireplace. This approach not only resolved the issue but also enhanced the overall aesthetic of the space.



KITCHEN SINK: Integrating new cabinets into the existing millwork presented several challenges due to unique spacing and measurements, making precise calculations tricky. When it came time to replace the sink base cabinet with a new unit, we discovered that the original cabinet had been modified in place to accommodate a larger sink. Our task was to provide Cathy with a comparable sink without compromising the structure of the new cabinet.

PROBLEM: The custom cabinet width was smaller than anticipated.

SOLUTION: Compromise on sink size and modify the cabinet gable to allow for installation.

IMPLEMENTATION: We collaborated extensively with our sales rep at Sunwood Kitchens, discussing and agreeing on the necessary changes to the interior of the cabinet to accommodate the largest possible sink. Remarkably, when researching the best sink to present to Cathy, they independently proposed the exact same model as Shona did, showcasing excellent communication and collaboration.





LIVING ROOM WALL: The townhome's dining room features a step down into the living area. On one side of the living room, an awkward carpeted section extended up the wall, concealing the unfinished concrete that spanned the entire space. Once the carpet was removed, it became evident that a practical solution was needed to prepare the area for baseboard installation.

PROBLEM: The protruding and unattractive concrete slab.

SOLUTION: Create a lip by building out the stair post, allowing a skim coat of plaster to be floated on the wall and down to the floor.

IMPLEMENTATION: Our finishing carpenter laminated MDF board to the post, making it thicker. This provided a suitable surface for our drywall expert to apply the skim coat, effectively hiding the concrete. The carpenter then added trim to the post to match the existing aesthetic and installed the baseboards as planned. This approach not only resolved the issue but also enhanced the overall look of the living room.

HANDOVER

Our commitment to communication and client satisfaction extends beyond project completion. The post-construction handover process starts with a detailed walkthrough to showcase the finished work and confirm everything has met the clients needs and expectations. The client receives all documentation pertaining to their renovation – both digital and physical whenever possible – including warranties, maintenance guides, and inspection reports when relevant. It is important to us that our clients feel confident that they have the tools and knowledge needed to maintain their new space. A dedicated feedback session with our team also offers the client an opportunity to voice any concerns or additional requests, ensuring their satisfaction and leaving a lasting positive impression.

SUMMARY AND ACKNOWLEDGEMENTS

The WolfHeart team prioritizes creating solutions that are not only functional but also personalized to fit each client's unique vision and requirements. This project exemplified our commitment to customizable deliverables, offering a diverse range of material options and flexible designs to reflect Cathy's preferences. From the onset, clear communication was key. We worked closely with Cathy to outline expectations and incorporate feedback. Transparent change orders ensured any additional requests were seamlessly integrated into the project, maintaining efficiency without compromising quality or timelines.

Communication is king. We operate every project with regular check-ins between our subtrades team, our safety and engineering experts, our vending partners and – of course – our clients. Communication plays a vital role in every phase of a renovation. Regular progress reviews and approvals are built into our workflow, fostering open dialogue and ensuring alignment with the client's vision. From initial planning meetings to on-site walkthroughs at major milestones, these touchpoints guarantee that our clients feel involved and informed, enhancing satisfaction and trust. By maintaining clear communication before, during, and after the project, WolfHeart delivers not just exceptional spaces but also an exceptional client experience.

The WolfHeart team deeply thanks Cathy for putting her trust in us to make her dream home a reality, and we sincerely hope she keeps in touch to update us on how she's living to the fullest in her renovated home.



Before and After









