

## INFORMATION SHEET

ING Contracting uses Houzz Pro as its Project Management Software. Houzz Pro is used to communicate via text and email between client and ING Contracting, view drawings, see estimates, invoices and pay invoices. This system allows the General Contractor to keep all information in a very organized system. ING Contracting will share your client dashboard with the client.

- Communication will be via text and email through our client relations software Houzz Pro. ING Contracting Contact - 740-632-1136
- Hours of operation is Monday – Friday 9AM-5PM, Saturday and Sunday 9AM-2PM.
- All design changes must have a change order filled out and signed by the client. The change must also be approved by the contractor. Changes may affect the price due to materials and time on the job. Even without a change order the price of the contract may vary depending on a change in material or labor due to an unforeseen circumstance such as replacing newly discovered damaged framing or water damaged drywall.
- Materials will always be handled by the contractor. A material deposit will be paid, and all receipts will be provided at the end of the job. If there is a short on the material deposit, the difference will be added to the final bill and if there is an overpayment on the material deposit, the remainder will be returned to the client.
- Contracts and estimates must be signed prior to work starting.
- Permit costs will be included in the price of the contract.
- The cost to acquire a dumpster will be included in the contract.
- Smaller jobs that do not require dumpsters will require landfill fees. These fees will also be included in the price of the contract.
- ING Contracting will use the subcontractors of their choice if needed.
- **Estimates** – the General Contractor will get an idea for what the client is looking for by discussing the project.
  - A date will be set up for the contractor to visit the home to take measurements and notes for the project.
  - The estimate will be emailed out for signature.
  - Once the estimate is received back, a contract will be emailed out for signature.
  - Once the signed contract is received, a material deposit will be taken.

- The contractor will have a start date and approximate finish date; however, this can change due to material deliveries, unforeseen circumstances, and change orders.
- Payments will go as follows:
  - Once the job starts, you will receive an invoice for payment every two weeks as the job proceeds. There will be a final payment on completion.
- Delays in Deliveries – Material delays are not the fault of the contractor, and this can change the time in which a job is completed.
- Please ask contractor before pictures are shared on social media as it is in the best interest of the company to be responsible for all its own marketing, however word of mouth and recommendations are greatly appreciated. Once the project is finished, you will receive a link to leave a review.
- Left over material at the end of the job will be left for the client unless they ask the contractor to take it.
- Work environment must be clear of debris, items, personal artifacts. ING Contracting is not a hauling business.
- A week before work starts ING will reach out to make sure the area being worked on is cleared out.

THANK YOU!