

# CLIENT WELCOME PACK



# JM

CONSTRUCTION

PLAN BETTER. LISTEN BETTER. BUILD BETTER.



# WELCOME.

Thank you for the opportunity to submit tender on your project! As a family founded business, we take great pride in the work we do and the relationships we build with our clients. Our core values—honesty, craftsmanship, and dedication—are at the heart of everything we do. We believe in open communication, attention to detail, and delivering projects that stand the test of time.

From the moment you engage with us, you can expect clear guidance, quality materials, and a team that genuinely cares about your project. We're committed to making the process as smooth and stress free as possible, from start to finish.

Again, thank you for trusting us to bring your project to life. We hope to partner with you!

Warm regards,

*Michael Land*

President/CEO | J & M Construction Services Inc.



# ABOUT US

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At J & M Construction, we specialise in crafting high quality new builds, renovations, and extensions tailored to your unique needs. As a proud family owned business, we prioritise a genuine, transparent service, ensuring every client feels heard and valued. With a focus on clear communication, we expertly plan and construct spaces that are both beautiful and functional.

Our deep understanding of construction, combined with a friendly professional approach allows you to relax with confidence, knowing your vision is in capable hands.

Let us bring your dream space to life, with a commitment to excellence every step of the way.

# AWARDS & CERTIFICATIONS

J & M Construction's accolades within the industry give merit to our dedication and peace of mind that we will be here to help before, during, and after your project, backed by relevant certifications and memberships. We can proudly say we belong to respected industry associations. Simply put, we care.

## MEMBERSHIPS

We are proud members of both the HouzzPro and Business Network International (BNI), two of the most respected industry bodies in Canada.



## CERTIFICATIONS

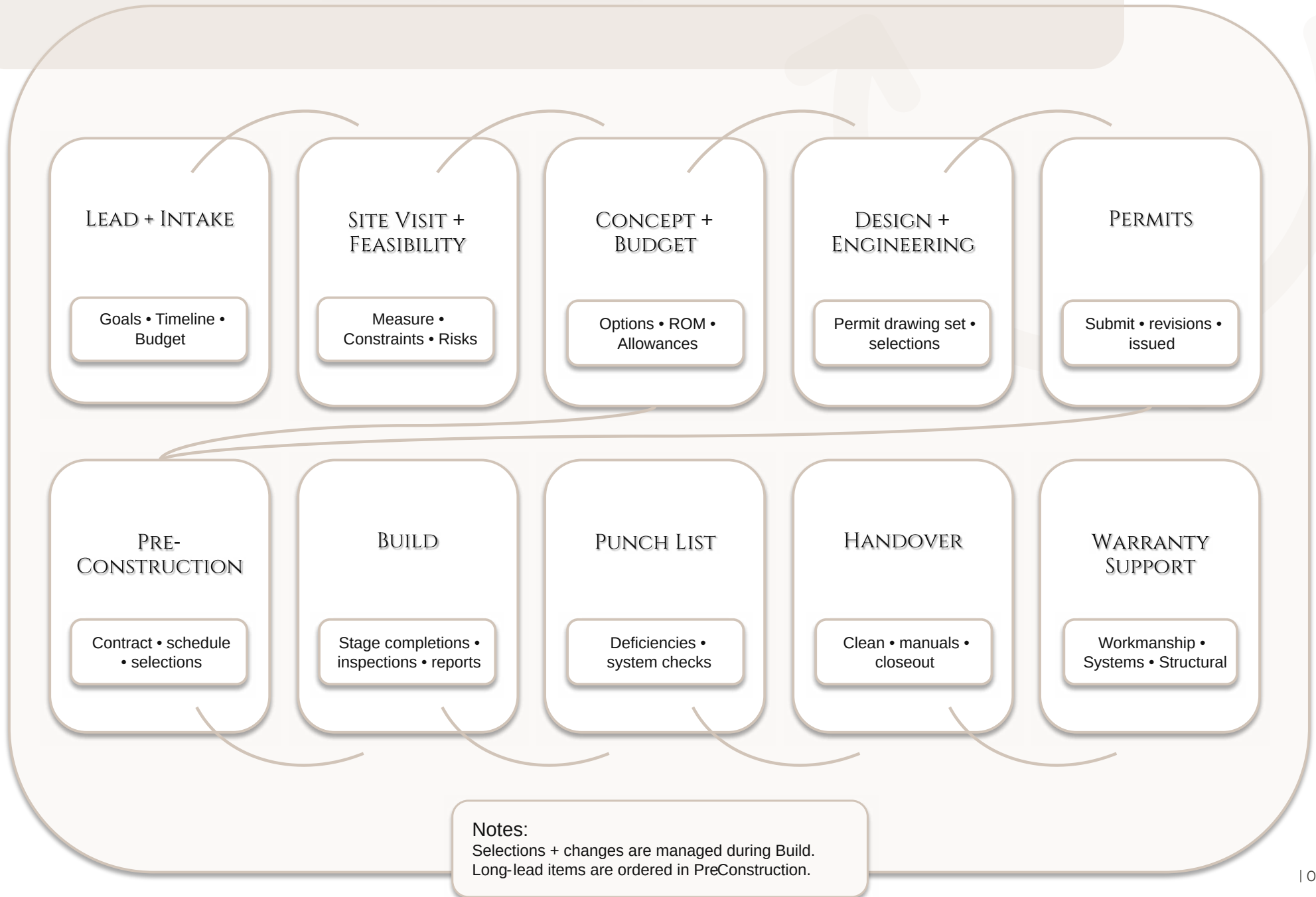
Our awards reflect our commitment to excellence. Fully licensed and insured, we meet all relevant standards to ensure quality and compliance on every project.





# PROJECT WORKFLOW

CONCEPTION → DELIVERY (SIMPLE OVERVIEW)





# PROJECT STAGES

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Building or renovating your home is an exciting journey, but it can also be complex and challenging. To help you navigate each phase with confidence, we've outlined the key stages of your project.

From initial concept to the final touches, this guide provides a straightforward breakdown of the process, so you'll know exactly what's happening and when.

Our goal is to make the experience as smooth and transparent as possible, keeping you involved throughout the entire build.



# PROJECT STAGES

01

## PLANNING

This step includes laying out your budget, working with your/our designer and us to communicate your vision, securing permits for the build, and any other pre-planning steps. It's essential to establish a clear financial plan to ensure that your remodel stays on track and within your means.

02

## DEMOLITION

You can't build in the new without tearing out the old! Demolition can run a full range of intensity, from simply moving out old furniture and tearing down a few walls to a full tear down

03

## BUILD & FRAME

This phase is where your home's new structure begins to take shape, giving form to the layout changes you've envisioned. Whether it's building your home, adding new rooms, expanding existing spaces, the framing process is crucial in defining the physical boundaries and bringing your design to life.

04

## INFASTRUCTURE

This step includes all the "behind the scenes" elements and typically runs concurrently with rebuilding and framing. Basically, anything that needs to go inside floors, walls, or ceilings will be completed in this step. It could include some minor adjustments to plumbing and electrical or could be a full rewiring or replumbing of your home.

05

## FIT OUT

Drywall can go up, primer, paint, or other finishes. At this stage, your space starts to feel more like a home again as the rooms take on their final shape. Whether it's laying down hardwood, tile, or stone, This step is crucial in pulling the entire look of your home together. Anything that needs to be "fixed" into your space will be installed at this time. Kitchen and bathroom cabinets, along with other built-in fixtures that will start to go in, giving your rooms their functional structure.

06

## FINAL TOUCHES

This is the stage where all the hard work starts to pay off. Backsplashes are installed, that perfect faucet you picked for the half bath goes in, wallpaper is put up, and accessories, art and furniture are moved in. As the final touches are added, the whole home remodel transforms your house into a home.

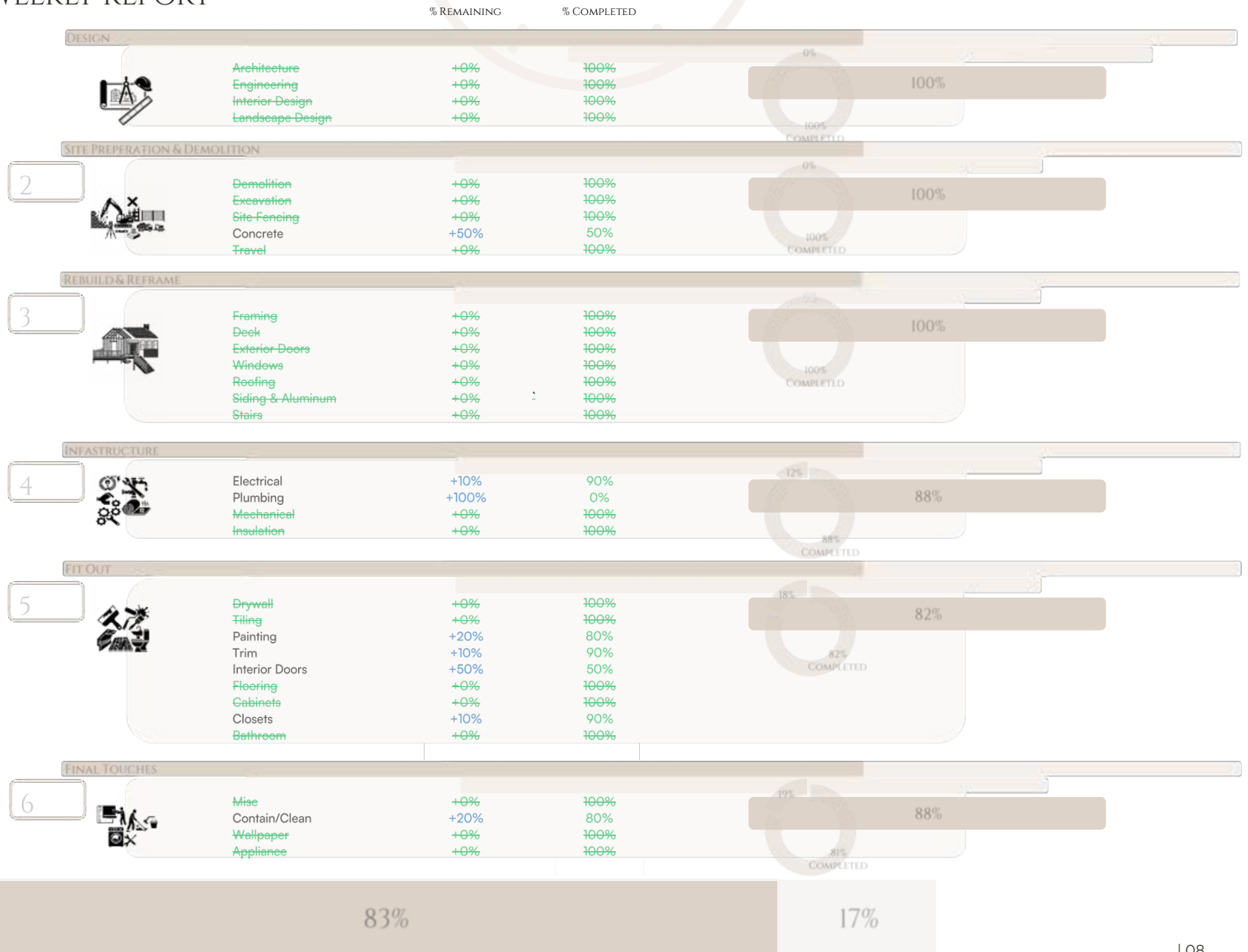
# TIMELINE

## SCHEDULE & PROGRESS

We understand the importance of providing clear, and consistent updates. Expect project schedules, weekly progress reports and grouped communications. This ensures everyone stays aligned on timelines, decisions, and next steps.



### WEEKLY REPORT





# COST BREAKDOWN

## UNDERSTANDING YOUR BUILD COST

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### SUMMARIES & BILLING

Summaries will be provided in conjunction with this Fee Proposal. The summaries detail the full scope of work. The project is organized into six (6) stages, and fees are invoiced upon substantial completion of each stage. Certain tasks are ongoing/iterative and may span multiple stages; the continuation of such tasks into later stages will not delay a stage being deemed substantially complete for invoicing purposes, provided the other stage-specific deliverables are substantially completed (as reasonably determined by J & M Construction Services Inc.).

### EXCLUSIONS

Items not listed in the summaries are excluded from this proposal.

### CHANGES TO SCOPE

If additional work is required or requested, a Change Order will be issued. Change Orders must be signed, approved and the deposit paid prior to commencement of any such work.

### MATERIAL PRICING & PROCUREMENT

A summary of materials and their quantities is provided. If material selections are pending, an average allowance is used.

Material allowances are listed to the right of each picture in the Materials Summary, these figures are variable. If final product selection is less than the allowance a credit will be issued for this item, if selection is more than the allowance a change order will be issued for the difference.

The pictures in the Material Summary DO NOT always represent the exact product that will be installed. They are a visual representation to help aid in navigating the Materials Summary.

Material waste is calculated at an average of 10%. Complex installations may require a larger waste percentage.

### INCLUSIONS & CROSS-REFERENCES

Some materials required to complete the scope of work may not listed on the materials summary, these are non-substitutable. Substitutable materials will be listed on the materials summary.



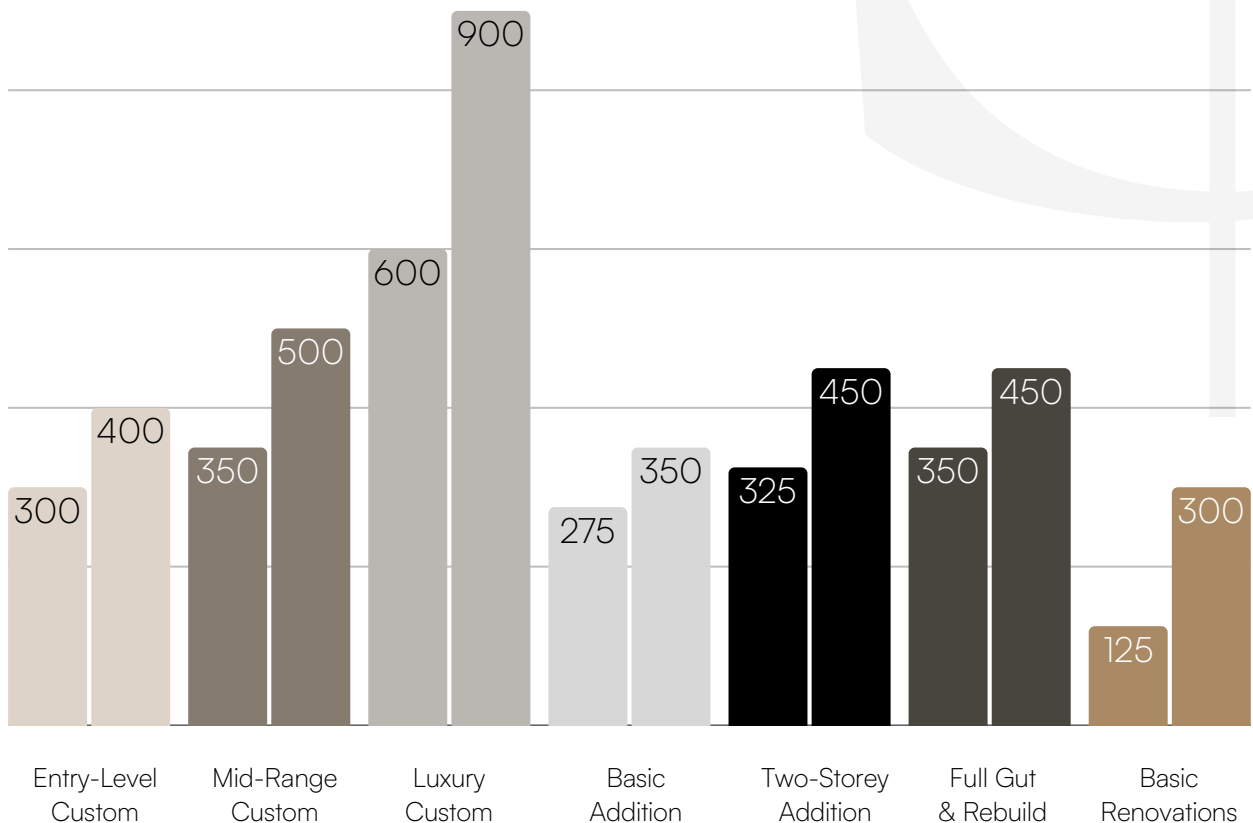
# COST TO BUILD

The question everyone wants to know...

What does it cost?

The cost of constructing or renovating a home can vary greatly due to factors like location, material quality, labor costs, and design complexity. Urban areas are generally more expensive to build in than rural ones, and high-end finishes or custom designs can further increase costs. To assist with budgeting, we've compiled square footage averages. These averages provide a benchmark to help estimate costs and align your project with your financial goals.

PER SQFT



# OUR PARTNERS

## SELECTING YOUR FINISHES

Every project deserves the best materials and finishes. That's why we partner with leading manufacturers who provide reliable, high-quality options tailored to your style, vision and budget. Simply select a supplier logo below, click the link and send us your selections and we will provide you with our best possible price.

Need a Sample? No problem. Just ask.

### TRIM & DOORS



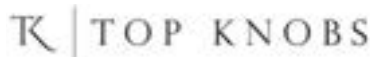
### FLOORING



### COUNTER TOPS



### HARDWARE



### KITCHEN & BATH



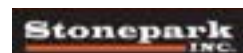
### LIGHTING



### SIDING



### STONE



### APPLIANCE



# COMMUNICATION

## CONTACT DETAILS

✉ mike@jandmconstruction.net

☎ 905 464 0532

🌐 www.jandmconstruction.net

## OFFICE HOURS

📅 M-F 7:00am - 5:00pm

## RESPONSE TIME

🕒 24-48 hours except weekends

## YOUR ROLE AS A CLIENT

Please complete this Pre-Project Checklist before the project gets underway.



01

### FINALISE DESIGN CHOICES

Ensure all design elements and materials have been selected and approved.



02

### REVIEW THE CONTRACT

Double check the contract for accuracy and make sure you understand all terms and conditions.



03

### SET A COMMUNICATION PLAN

Confirm your preferred method of contact.



04

### PREPARE THE SITE

Clear the work area of any personal belongings and ensure access to necessary utilities.



05

### ARRANGE PAYMENT

Insure you are ready to pay your deposit to secure your commencement date.



06

### NOTIFY NEIGHBOURS

Inform your neighbours about the upcoming construction to prevent any potential disruptions.



# PAYMENT

Your payment schedule is designed to align with the key aspects of your project, ensuring a smooth flow of work and resources. Below is an outline of the payment process. These may vary depending on project scope.

## 1. DEPOSIT

35% payment due upon completion of the stage.

## 2. DEMOLITION COMPLETE

15% payment due upon completion of the stage.

## 3. REBUILD COMPLETE

15% payment due upon completion of the stage.

## 4. INFRASTRUCTURE COMPLETE

15% payment due upon completion of the stage.

## 5. FIT-OUT COMPLETE

15% payment due upon completion of the stage.

## 6. FINAL PAYMENT

5% payment due upon completion of the stage.



# SUSTAINABLE PRACTICES

At J & M Construction Services, we are committed to environmentally responsible building practices. We utilize a range of eco friendly materials, such as sustainable and recycled materials, to reduce our environmental footprint whenever possible. Our architects, engineers and designers can incorporate energy efficient features like high performance insulation, energy star rated windows and doors, low voltage lighting, and water saving fixtures to minimize energy consumption and lower utility costs. By focusing on these practices, we aim to create homes that are not only beautiful but also kind to the planet.

## Your Contribution

You can play a significant role in supporting sustainability throughout your project. Here are a few ways you can contribute:



- ✓ MATERIALS  
Ask us about sustainable or recycled materials for finishes.
- ✓ ENERGY EFFICIENCY  
Consider incorporating energy efficient appliances and lighting in your home.
- ✓ WASTE MANAGEMENT  
We work to reduce all construction waste by recycling materials like concrete, clean fill and steel across all our projects.
- ✓ WATER CONSERVATION  
Select water efficient fixtures and systems to help reduce water usage.

# FAQ

## DO WE GET A FINAL INSPECTION?

As we approach the final stages of your project, we will schedule a thorough walk through to ensure everything meets your expectations. During the final inspection, we'll go over all completed work, answer any last minute questions, and address any outstanding details. Once everything is in order, we'll officially hand over the keys and provide you with all relevant documentation, including warranties and maintenance guides. Your satisfaction is our priority, and we'll ensure everything is perfect before we conclude the project.

## HOW LONG WILL MY PROJECT TAKE?

We will endeavour to complete your project within the agreed timeline, provided everything stays on track as planned. While we aim to meet all our deadlines, certain factors such as weather, material availability, or unexpected site conditions may cause delays. Rest assured, our team will keep you updated throughout the process and promptly inform you of any changes.

## WHEN CAN I VISIT THE SITE?

Depending on the size and complexity of your build or renovation, you may be able to continue living on site, or in some cases we may require you to temporarily vacate. It's important to discuss this with us prior to project commencement so we can provide proper guidance based on your specific project. If you're off site, we can arrange site visits at key stages to keep you updated on the progress.

## DO YOU OFFER WARRANTY ON YOUR WORK?

We offer comprehensive warranties on all our work in line with Canadian Construction standards. For structural components, we provide a 6 year structural warranty. For non structural aspects, we offer a 2 year warranty covering any issues related to workmanship. These warranties are designed to give you peace of mind and confidence in the quality of our work. If any concerns arise, our team is here to assist and address them promptly.

# NEXT STEPS

If you decide J & M Construction is the right fit for your project, here's what to do next:

- Review this Welcome Pack: Take a moment to go over all the steps and details in this document to ensure you're familiar with the process ahead.
- Communication Preferences: Make sure we have your preferred method of contact so we can keep you updated at every stage of your project.
- Get Your Design Completed : Whether you choose to use our designers, have your own, or plan to take on the design yourself. Double check your design choices, materials, and any other preferences before we begin.
- Request a quote: Shoot us an email or give us a call! We will provide you with a comprehensive proposal.  
Secure Your Project Start Date: Pay your deposit to secure your commencement date, any required materials and your PC items.
- Stay Connected: Follow us on social media for updates & inspiration.

We're looking forward to starting this journey with you.

Should you have any questions, feel free to reach out to us via email or phone.

 /we.build.better

 /jandmconstructionservices

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