

GOLDSBOROUGH DESIGN BUILD

FOR EXCELLENCE IN DESIGN AND CONSTRUCTION

PROJECT MANUAL

YOUR REMODELING
REFERENCE TOOL

Project Superintendent — Business Card Cut

GOLDSBOROUGH DESIGN BUILD
QUALITY • INNOVATION • EXPERIENCE

18956 Bonanza Way Gaithersburg, MD 20879
(301) 721-1900 (Fax) 301-721-9899
<http://goldsbroughdb.com> • remodel@goldsbroughdb.com
MHIC #121409 • DC Lic. #04369XXXX-53001703 • VA Class A Lic. # 2705 071702A

Homeowner(s) Name(s)		Date:
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HOMEOWNER INFORMATION

IMPORTANT ITEMS WE NEED TO KNOW BEFORE PROJECT BEGINS

(Please fill out the relevant information and return to Project Superintendent prior to start of construction.)

Contact Information: Please list all contact numbers for all persons with input on the project, including home/work phone and fax numbers, cell phones, vacation homes and e-mail addresses.

Contact Description (e.g., home phone)	Contact Number/Address

Homeowner Responsibilities

1. If you have a security system, please be sure it is disarmed during project work hours.
2. Household Concerns
 - a. Please list the names of your children, and special considerations our employees should give them.

- b. Please list the names of your pet(s), and special considerations our employees should give them.

(Continued on the following page)

2. Household Concerns *(continued from the previous page)*

c. Please list the names of members of your household staff, such as cleaning and child care personnel, lawn/pool maintenance workers, and regular delivery or health care services.

d. Please list the dates for **all** planned vacations and/or special events at your home during the construction period, and special instructions for these times.

3. Homeowners' Tasks

Homeowners are responsible for removing certain items from construction areas, and will be notified by the Project Superintendent when these tasks should be completed. Homeowners must take care of the following activities:

- a. emptying cabinets and closets, removing pictures and other wall hangings, and relocating furniture out of harm's way. **Note: GDB staff does not move furniture.**
- b. Securing valuables, such as jewelry, financial papers and artwork.
- c. Securing/disconnecting telephone, cable and satellite connections, if necessary.
- d. Prior to start of project, notifying GDB of items removed during demolition that the owner would like to save and where they should be stored.

* Note: Homeowners should use caution around work areas (e.g., avoid drop cloths, trenches and equipment).

Jobsite Tools & Equipment

1. Goldsborough Design Build would like you to consider the ideal locations for the following items:

- Portable Bathrooms
- Construction Dumpster
- GDB Street Sign
- Safety Fencing
- Shrubbery/Tree Protection
- Vehicles — (workers' & homeowners')
- Worker Access Site — (i.e., garage)
- Lumber & Materials Storage
- Temporary Kitchen (if required)
- Lock Box (if needed)

2. Does the property have the following items? (Check all that apply, and/or write in others not listed.)

Sprinkler System Underground Landscaping or Lighting Wires
 Other(s) _____

I have read the above information, and filled out the sections that pertain to my household and property.

Homeowner signature: _____ Date: _____

MISSION STATEMENT

“Goldsborough Design Build will be regarded as the best, full-service remodeling firm in the Washington metro area.”

TEN COMMITMENTS TO OUR CLIENTS

1. Our Commitment to Quality, Professionalism and Honesty.
2. Our Commitment to Honoring Our Craft with Creative Design Executed with High-Quality Workmanship.
3. Our Commitment to Delivering, On Time, a Defect-Free Product Using a Cohesive, Communicative Team.
4. Our Commitment to a “Client-First” Attitude.
5. Our Commitment to Exceed Our Clients’ Expectations.
6. Our Commitment to Creative Problem Solving.
7. Our Commitment to Promptly Service Our Work in the Event of Problems.
8. Our Commitment to Effective Business Management.
9. Our Commitment to Respect the Neighborhoods Where We Work and to Treat the Environment With Care.
10. Our Commitment to Enjoy What We Do Every Day!

COMPANY CONTACT INFORMATION

IN THE EVENT PROJECT SUPERINTENDENT IS UNAVAILABLE

Mark B. Goldsborough
President
(office) 301-721-1900
(cell) 240-375-0819
mark.goldsborough@earthlink.net

Tim Micek
Director of Construction
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(cell) 240-876-6050
tim.micek@earthlink.net

David Hahn
Estimator
(office) 301-721-1900
(cell) 240-252-7041
david.hahn@earthlink.net

Stacey Griffith
Office Manager
(office) 301-721-1900
(cell) 240-793-9401
goldbdb@earthlink.net

JOBSITE RULES & REGULATIONS

Hours: Projects are staffed from 7 a.m. to 3:30 p.m. Monday Through Friday, with a half-hour lunch break.
Goldsborough Design Build Office Hours: 7 a.m. to 3:30 p.m. Monday Through Friday.
The company is closed on major holidays.

Trash and Clean-Up

- A construction dumpster will be located on your property; it is to be used only by GDB staff for construction debris. Household trash may not be deposited in the construction dumpster.
- Workers will keep site broom cleaned and deposit debris in dumpster or in a GDB trashcan, NOT in owners' trashcans.
- Workers will clean the site's perimeter and surrounding grounds as needed.
- Workers will not track mud and dust into owners' living area. They will use clean drop clothes to cover carpet, marble, floors and personal items when working in owners' living areas. GDB will make every reasonable effort to keep owners' living areas free from dust, dirt, fingerprints (including on walls and windows), tools and other materials. Homeowners should expect some level of dust and debris during the project.

Staff Appearance

- Employees wear Goldsborough Design Build shirts, imprinted with the company logo, at all times.
- Employees wear jeans or khakis without holes and/or tears. Hemmed shorts are permitted; cut-offs are not.
- Staff and subcontractor apparel that advertises other remodeling companies and builders, or expresses profanity, is prohibited.

Staff Conduct

- Smoking is prohibited in owners' living areas or in enclosed work areas. Workers will discard fully extinguished smoking materials properly in a can with sand outside and away from the jobsite.
- Use of alcohol or drugs is prohibited at all times. Violation of this rule will result in immediate dismissal.
- Abusive behavior and foul language, including racial or gender epithets, will not be tolerated.
- Radios will be played quietly or not at all.

Material Storage

- Materials are kept in a Superintendent-designated area, stacked and covered, or confined behind a fence.
- GDB will place construction materials on driveways or patios, in the owners' garage or on lumber pallets, to protect owners' lawns.

Owners' Property

- In general, workers will not use owners' trashcans, garden hoses, tools, ladders, extension cords, cleaning supplies and equipment, vacuum, kitchen appliances, bathrooms or telephones. Portable bathrooms are provided on site for use by GDB employees and contractors.

Dust Protection

- Adequate dust protection is of **utmost importance**. Dust doors, or polyethylene and duct tape, keep dust and dirt away from the living areas. Returns/registers will be covered with filters to prevent dirt from spreading.

Workers' Daily Activities

- Close and lock all windows and doors.
- Shut off and put away all hoses.
- Clean up work area, and neatly store all tools in locations that are protected from weather.
- Make sure heating/air conditioning system, lighting and electrical circuits are functioning.
- Double-check all dust protection.
- Keep the project and home clean and safe at all times.

IN CASE OF EMERGENCY

GOLDSBOROUGH DESIGN BUILD EMERGENCY SERVICE PROCEDURES

Goldsborough Design Build designed and planned your project with great care. It's possible, however, that something could go wrong. That's why we've set forth procedures for exactly what should be done in the event of a delay, mistake, mishap or other unfortunate occurrence on your project site.

Non-Emergencies

The following are some examples of non-emergencies that can be addressed during normal business hours (Monday through Friday, 7 a.m.-3:30 p.m.).

- Loss of air conditioning (unless the house is occupied by an individual with health problems).
- Loss of power to plugs or lights.
- Roof or plumbing leaks that can be controlled by bucket or pail.
- Toilet stoppage, dishwasher, sink or tub overflows.

If these events occur after site and business hours, leave a message at the main office or notify your Project Superintendent *the following morning*. We request that our staff not be contacted outside of work hours in the event of non-emergencies.

Emergencies

For emergencies that occur during business hours, call (301) 721-1900 and a staff member will route your call to the appropriate person.

After hours, on weekends or during holidays, call your Project Superintendent's cell phone.

The following is a list of emergencies that we will address:

- Total loss of heat when the outside temperature is below 45 degrees. (Contact Project Superintendent.)
- Total loss of electricity. (For anything other than area outages, contact Project Superintendent.)
- Total loss of water. (For anything other than area outages, contact Project Superintendent.)
- Plumbing leak that requires the entire water supply to be shut off. (Contact Project Superintendent.)
- Gas leak. (Vacate the premises and contact the fire department, utility company and Project Superintendent.)

GENERAL EMERGENCIES: 911

Area Utility Emergency Numbers

Potomac Electric Power Co. (PEPCO)
877-737-2662
(24-hour outage reporting line)

•
Dominion Power
888-667-3000
(24-hour outage reporting line)

•
Washington Suburban Sanitary Commission
301-206-4002
(24-hour maintenance services office)

•
Washington Gas (Maryland/Virginia)
703-750-1400 (emergencies)
800-752-7520 (office)

•
Washington Gas (DC)
202-624-6049 (emergencies)
800-752-7520 (office)

•
Baltimore Gas & Electric (BGE)
410-685-0123

(See box, this page, for a selection of area utility numbers; homeowners are advised to keep on hand all important numbers that may be needed in the event of an emergency.)

PROGRESS PAYMENT PROCEDURES

For more information, please refer to paragraph 12 of your Home Improvement Contract.

- Progress payments are paid upon receipt of the GDB-supplied invoice or are paid according to the progress payment terms set forth in the contract (paragraph 12).
- Payments should be handed to the Project Superintendent, Director of Construction or President. Please do not mail payments.
- Other than unsettled allowances, the final inspection report date is the homeowners' last payment (see paragraph 12).
- Payment problems should be taken up with the President immediately to avoid delays.

CHANGE ORDER PROCEDURES

- Owner should notify Project Superintendent **IMMEDIATELY** of any requested changes to plans or specifications.
- GDB shall issue a proposal for requested change.
- Proposals should be reviewed in a timely manner and signed by the homeowner if acceptable.
- Signed proposals should be given to the Project Superintendent or faxed to the office, (301) 721-9899.
- GDB shall issue a formal Change Order for the total amount of accepted changes.
- Owner should sign Change Order and leave check for the total amount of the Change Order, unless other arrangements have been discussed and approved by GDB and the owner.

ALLOWANCE PROCEDURES

- See contract specifications for complete details on allowances.
- At GDB's discretion, allowances will be dealt with as change orders to be paid by, or credited to, the homeowner in one of the following three ways:
 1. immediately;
 2. attached to the next progress payment; or
 3. reconciled within 30 days of the final inspection report date.

CHECKLISTS

Goldsborough Design Build adheres to the highest standards of quality, based on our extensive remodeling experience and the latest industry building standards. These are some of the steps we take to create attractive, high-quality and enduring living spaces that our customers can enjoy for many years to come.

Foundation

- 1) Finished floor elevation determined for match with existing finished floor.
- 2) Foundation vents placed within 4 feet of every corner.
- 3) Foundation straps or bolts lay-out every 2 feet (consider door openings).
- 4) Grade elevation marked on foundation wall.
- 5) Foundation parged.
- 6) Foundation sealed (with county approved sealer) to grade marks.
- 7) Plastic hung from foundation straps over wall, footing and covering bottom of trench.
- 8) Minimum 2 feet of gravel placed over plastic against footer/foundation wall.
- 9) Perforated drain tile run through center of gravel bed to daylight (or with weep holes to interior sump pump and drain tile).
- 10) Plastic or filter cloth placed over gravel bed BEFORE BACKFILL, to prevent system from being contaminated by mud.
- 11) Interior slab poured on first deck on to prevent cave-in BEFORE BACKFILL.
- 12) All tie-ins to existing walls properly sealed.
- 13) Foundation inspection approved.
- 14) Backfilled with dry, clean material.
- 15) Safety fencing around trenches, excavations.
- 16) Crawl space material installed.
- 17) Foundation square and level.
- 18) Soil treatment/pest control completed.
- 19) Wall check completed (if required).
- 20) Foundation/backfill inspection date.

Framing

- 1) Walls plumb.
- 2) Walls square.
- 3) Bowed studs identified and repaired.
- 4) Crowned floor joist.
- 5) Drywall nailers at all locations.
- 6) Door openings plumb.
- 7) Headers level.
- 8) Headers shimmed tight to jack studs.
- 9) Angled corners solid.
- 10) Windows racked and shimmed.
- 11) Window openings correct size.
- 12) Subfloor glued and nailed (no squeaks).
- 13) Subfloor proper elevation to match existing flooring.
- 14) Subfloor edges flush and smooth.
- 15) Joist tails do not exceed 12" past beams.
- 16) Joist hangers in place with proper nails in every hole.
- 17) Steel beam pockets filled (masonry).
- 18) Stud boots and misc. metal installed and nailed.
- 19) Blocking for cabinets installed.
- 20) Blocking for closet poles, bath accessories, etc. installed.
- 21) Bulkheads installed per plan.

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- 22) Cabinet bulkheads reviewed against cabinet layout.
- 23) Bulkheads firestopped.
- 24) Air stop.
- 25) Fire stop.
- 26) Bulkheads square and plumb.
- 27) Foundation straps/bolts secured.
- 28) Sill sealers under sill plates.
- 29) Three nails in every truss.
- 30) Rafters nailed properly.
- 31) Collar ties installed in lower third of rafter span.
- 32) Strongbacks located in floor trusses.
- 33) Roof sheathing nailed properly.
- 34) Plywood clipped or blocked on roof sheathing.
- 35) Ridge or soffit ventilation determined.

- 36) Lally columns plumb.
- 37) Lally columns welded or bolted at top.
- 38) Lally columns anchored at bottom.
- 39) Pressure treated plates on concrete.
- 40) Temporary rails around stairwells.
- 41) Temporary hand rails along stairways.
- 42) Wall sheathing nailed per schedule.
- 43) House wrap sealed and taped.
- 44) Casement window swings per plans.
- 45) Door swings marked on jack studs.
- 46) Electric rough-in inspection date.
- 47) Plumbing rough-in inspection date.
- 48) Security/sound systems complete.
- 49) HVAC rough-in inspection date.
- 50) Job broom cleaned.

Pre-Cabinet Checklist

- 1) Final cabinet layout on site.
- 2) Appliance list with all cut-sheets.
- 3) Plumbing fixture list.
- 4) Electrical fixture list (undercabinet lighting, etc.).

Before Trades Begin:

- 1) Appliance cut-sheets reviewed and all rough-in locations prepared.
- 2) Appliance lead times confirmed/ordered.
- 3) Plumbing fixtures ordered.
- 4) Cabinet bulkheads layed out.
- 5) Cabinet blocking installed.
- 6) Electrical list reviewed.
- 7) Venting routes for appliances layed out.
- 8) HVAC returns and supplies layed out.
- 9) Power run to all appliances per cut sheet.
- 10) Plumbing lines/gas rough-ins per cut sheets.

- 11) Undercabinet lights planned (transformer, sizes match cabinets, etc.).
- 12) Island receptacle locations considered.
- 13) Backsplash thickness considered for electrical outlets (if applicable).
- 14) Accessories layed out (intercoms, etc.).
- 15) Ice-maker lines run during rough-in.
- 16) Review electrical layout with designer and/or owner.

Before Countertops Measured:

- 1) Meet with designer/owner for sink layouts — consider faucet, insta-hot, drinking water and soap dispenser locations.
- 2) Dishwasher air gap location review backsplash design (height, pattern, etc.).
- 3) Seam locations discussed.
- 4) Plumbing fixtures on site.
- 5) **All** lower cabinets are set level.

Project Completion Checklist

Kitchen & Baths

- 1) Sink, vanity and tub stoppers tested to hold water.
- 2) Escution plates installed on plumbing supply lines.
- 3) Handhold sprayers pull out and return easily.
- 4) Garbage disposals work properly.
- 5) Pipes sealed under cabinets/vanities.
- 6) Dishwasher attached to countertop.
- 7) Dishwasher cycled and checked for leaks.
- 8) All appliances unpacked.
- 9) Ovens and cook tops tested per manuals.
- 10) Refrigerator: ice/water lines tested; leveled per manual; and doors adjusted.
- 11) Cabinets: trim complete; glass doors/shelves installed; drawers, doors leveled; hardware installed.
- 12) Range hood/downdraft appliances tested.
- 13) Ceramic tile and grout cleaned and sealed per manufacturer.
- 14) Bathroom tile caulked where needed.
- 15) Towel bars, paper holders secure and level.
- 16) Shower doors operate and seal correctly.
- 17) Bath fan covers tight to ceiling.

Throughout Home

- 1) Doors/windows open and close properly.
- 2) Door bumps/stops installed.
- 3) Door knobs and locks adjusted.
- 4) Window/door screens installed.
- 5) Hardware clean and free of paint.
- 6) Caulking and paint touch-up where needed.
- 7) Paint cans labeled and stored.
- 8) Window stickers removed.
- 9) Recessed light trims tight to ceiling.
- 10) Switch and receptacles plates plumb and level.
- 11) Electrical fixtures installed correctly.
- 12) Gas, wood fireplaces operate correctly.

- 13) HVAC: system started and checked; registers and grills plumb and level.
- 14) Thermostats installed and level.
- 15) Furnace filters cleaned.
- 16) Attic insulation inspected and repaired if needed.
- 17) Basement/crawl insulation inspected and repaired if needed.
- 18) Electrical panel cover installed and labeled.
- 19) Sump/radon crock covers installed correctly.
- 20) All penetrations to exterior sealed properly.

Exterior/General

- 1) Overall cleanup: all materials, dust protection, tools, debris and job site sign(s) removed.
- 2) Lock boxes removed and keys returned.
- 3) Gutters have proper fall to downspouts.
- 4) Splash blocks placed at all downspout outlets.
- 5) Positive drainage established away from house.
- 6) Seed and straw applied evenly.
- 7) Sediment control devices removed after inspection.
- 8) Bath fan and dryer vent wall outlets operate freely.
- 9) Range hood wall outlets operate freely.
- 10) Exterior light fixtures sealed to wall.
- 11) All exterior penetrations sealed properly.
- 12) Outdoor HVAC units level.
- 13) Hose bibs secured to wall.
- 14) All flashing properly installed.
- 15) Overhead garage door opens and closes properly.
- 16) Decking and patios complete.
- 17) Weatherproof covers on electrical receptacles.
- 18) Iron gates and rails cleaned and touched up.
- 19) Concrete and asphalt surfaces hosed down.

Other items:

CUSTOMER SATISFACTION SURVEY

Please take a small amount of time to complete the following customer satisfaction survey. Your essential feedback helps us maintain impeccable standards in the remodeling industry. You may detach and fax the survey to (301) 721-9899 or mail it to the address below.

Name:			
Address:			
Today's Date:		Project Completion Date:	

Who made the decision to hire GDB? _____

How did you hear of us? _____

The survey respondent is:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
The survey respondent is:	<input type="checkbox"/> Married	<input type="checkbox"/> Single
The survey respondent's age bracket is:	<input type="checkbox"/> 20-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 51-60 <input type="checkbox"/> 61-over	
This is my first experience with remodeling	<input type="checkbox"/> Yes	<input type="checkbox"/> No
GDB may use me as a reference	<input type="checkbox"/> Yes	<input type="checkbox"/> No

1. Please check the box that describes how satisfied you are about the GDB remodeling experience.

	Very Satisfied	Not Satisfied or Dissatisfied	Very Dissatisfied
<i>Rate GDB project staff in terms of:</i>			
Creativity/innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to requests and follow up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall job management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Rate the project implementation and completion for:</i>			
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adherence to Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Rate the finished product in terms of:</i>			
Overall appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Architectural plans were realized in finished product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finished product met my expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completion on time, with minimal disruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Rate the factors that were critical to your decision to hire Goldsborough Design Build.

	Most Important	Important	Least Important
Reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design Skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Construction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other factors. Please explain below. <hr/> <hr/> <hr/>			

3. Referrals.

GDB should contact this person, who is interested in a Design Consultation:	<i>Name:</i>
	<i>Phone No.:</i>

4. Information sharing.

GDB may share my comments with future clients.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Please provide additional comments about the project in the space below.

(We love letters of recommendation! Please mail or fax them to the contact information below or e-mail them to letters@goldsboroughdb.com.)
