The Cloverleaf Construction Guide

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Thank you for considering Cloverleaf Builders for your home renovation. Our goal is simple: a home you love, and a process that feels clear, calm and predictable from the first conversation to the final walkthrough.

If you are just getting to know us, we invite you to read our Google reviews to see what past clients have said. This guide explains how we work so we all start with the same understanding. We look forward to building with you.

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How a project flows

Every project moves through the same three phases and six steps, so you always know where you are and what comes next.

1. **Pre-Construction:** *Dream It*, where we talk through what you want and what matters most. *Plan It*, where we choose the right starting path, finalize the scope, and complete drawings and permits.
2. **Construction:** *Break It*, where we protect your home and prepare the site. *Build It*, where your project takes shape and we keep you informed with regular updates.
3. **Post-Build:** *Clean It*, where we finish the details and leave the site clean. *Own It*, where we walk you through the finished space and make sure you are comfortable before we leave.

The sections below explain each part in more detail.

1. Construction Contracts: Understanding Our Pricing Models

To give you transparency and the best fit for your project, we primarily use two pricing structures: Fixed Cost and Cost Plus.

Fixed Cost Contract

- **What it is:** We agree on a single, total price for a specific, clearly defined scope of work.
- **Budget certainty:** You know the exact cost upfront.
- **Risk:** Cloverleaf Builders absorbs the risk if the work takes more effort than estimated within the original scope.
- **Changes:** Any additions, modifications or deviations from the agreed scope are documented and approved through a formal Change Order, which may adjust the final price.

Cost Plus Contract

- **What it is:** You pay the actual costs incurred (labour, materials, trade partners) plus an agreed markup for overhead and profit.
- **Flexibility:** Ideal for complex renovations where the scope is expected to evolve.
- **Transparency:** High visibility into project costs through detailed tracking.
- **Changes:** Significant changes to the project's direction or estimated budget are still formalized through Change Orders, so communication and budget stay aligned.

Work begins once the final construction contract is signed digitally. The contract includes the approved Estimate or Quote and all finalized specifications.

2. Budgeting and Pre-Construction

After our initial conversation and on-site visit, we choose the most appropriate path for your budget:

- **Fixed Cost Quote:** If the scope is small and supplier and trade costs are predictable from our historical data and current pricing, we provide a Fixed Cost Quote directly.
- **Estimate:** If the scope is uncertain, or we need to reach out to suppliers and trade partners for current market pricing, we provide an Estimate.
- **Hazardous Materials Survey:** For any home built before 1990, a hazardous materials survey is a mandatory step. We arrange samples from common asbestos-containing materials in the areas being renovated. Identifying these early lets us include professional abatement costs in the budget before construction begins, so there are no financial surprises and the site is safe for everyone.
- **Pre-Construction Contract:** To turn an Estimate into a formal Fixed Cost Quote, we start a Pre-Construction Contract. A small retainer covers the professional time needed to develop a finalized scope, a detailed schedule and a firm budget.
- **Final choice:** At the end of Pre-Construction, you decide whether a Fixed Cost or Cost Plus contract suits your project, based on how you prefer to manage the budget and risk.

3. Building and Trade Permit Process

We manage the permit process on your behalf so the work meets safety standards and building codes.

- **Application:** Cloverleaf Builders manages the entire permit application. For smaller, less complex projects we use our permit consultant to streamline approval. For more complex scopes, we coordinate with architects, engineers (structural and others) and specialized consultants to satisfy all municipal requirements.
- **Timeline:** Permit approval times vary by municipality and are outside our direct control.
- **Inspections:** We schedule and manage building inspections. Our licensed trade partners manage their own permit inspections (electrical, plumbing, gas and so on).

4. Payment Schedule

All financial transactions and invoices are managed through our project management portal.

- **Fixed Cost:** An initial deposit, then regular (typically weekly) payments based on the timeline.
- **Cost Plus:** An initial deposit, then weekly invoices reflecting actual costs plus markup.
- **Timing:** Invoices are due **within three (3) days of receipt**, which keeps the project moving and our trades scheduled.
- **Reports:** When the project is complete, you receive a comprehensive project payment report.

5. Changes and Add-Ons

Any adjustment to the project scope is handled through a Change Order.

- **Fixed Cost Change Order:** Outlines a specific scope and fixed price. Once signed, it is added to the next weekly invoice and is **due immediately upon receipt.**
- **Cost Plus Change Order:** Outlines a revised budget. You are billed actual costs plus markup, including administrative time for documentation.
- **Approval:** Work on a change begins only once your digital signature is received and the related invoice is paid.

6. Technology and Project Management

We use JobTread and Google Workspace to keep your project organized and transparent.

- **JobTread Customer Portal:** A personal portal where you can view the project schedule, approve Change Orders and track your budget.
- **Budget reports:** On Cost Plus projects, you receive regular reports comparing estimated and actual costs, with digital copies of material receipts.
- **Document sharing:** On every project, Fixed Cost or Cost Plus, we give you a shared Google Drive folder at the start. It is updated as the project progresses, so you always have access to contracts, plans, selections, manufacturer warranties, material specifications and trade contact information. You keep access to this folder for 90 days after the project is complete. We suggest making a copy for your long-term records as soon as the project finishes.

- **Software changes:** We may change software providers at any time. If we do, we will give you notice and access.

7. Progress Updates and Communication

- **Daily updates:** We keep you informed every day: what was accomplished, and what is scheduled for tomorrow or the following week. You should never be left wondering about the status of your home.
- **Budget reviews:** Financial check-ins are mainly for Cost Plus projects, to track actual costs against estimates. On Fixed Cost projects, budget discussions are generally not needed unless a Change Order is started.
- **Quality walkthrough and completion:** As the project nears substantial completion, we schedule a joint walkthrough. We pride ourselves on attention to detail, and this "punch list" phase is a collaborative chance for you to point out any adjustments or final touches. Our goal is that you are completely satisfied before we hand over the space.
- **Project handover:** Your shared Google Drive folder is your permanent digital record of the project (see section 6 for how long you keep access).

8. Schedules and Working Hours

- **Standard hours:** 7:30 am to 5:00 pm, Monday to Friday.
- **Extended hours:** Occasionally, Saturdays or evenings may be needed to keep the project on track.
- **Communication:** Please contact us before 6:00 pm on weekdays. After hours, email is preferred.
- **Sundays:** Consistent with our contract, Cloverleaf Builders **does not communicate or correspond on Sundays.**

9. Site Access and Logistics

- **Site access:** Where feasible, we install a temporary smart lock to monitor entry and give our trusted trade partners unique access codes for accountability. For projects where independent access is required, we can use a secure lockbox instead.

- **Logistics:** Before work begins, we agree with you on parking for our trades and the protocol for material deliveries. We also discuss washroom facilities, using your existing ones or arranging a portable rental.
- **Utilities:** We occasionally need to shut off water or electricity, and we give you enough notice. During a water shut-off, we recommend keeping water on hand for personal use and making sure no water-based appliances are running.

10. Quality Assurance and Site Management

- **Protection:** Please remove all furniture, fragile items and personal belongings from the work area before construction starts. We take every precaution, but we cannot guarantee items left in the work zone will be unaffected by dust or accidental damage.
- **Dust and noise:** Construction involves disruption. We take precautions to protect your home, but some noise and dust are unavoidable.
- **Chemicals and odours:** Some tasks need specialized chemicals, adhesives or finishes. We choose low-VOC products whenever possible and ventilate to minimize odours, though some temporary scents may be noticeable.
- **The "Final 20%":** The finishing details often take longer than the structural phase. Thank you for your patience as we focus on a high-quality finish.

11. Important Considerations

- **Photography and documentation:** We document the project regularly using CompanyCam, and at completion we can give you the full project folder. We may also arrange professional photography for marketing purposes.
- **Site signage and security:** We place a small lawn sign in the front garden to help trades find the site. On larger projects we use perimeter fencing with branded wraps for security.
- **Neighbour notification:** On larger projects we send a brief introductory letter to your neighbours. When a project needs the lane blocked (excavation or concrete), we schedule around local garbage and recycling pickup days.
- **Your insurance:** We recommend contacting your insurance provider to update your homeowner's policy for the renovation. This keeps your coverage valid during construction, whether or not you are living in the home.

12. Handling Unexpected Issues

Renovations can reveal hidden challenges. Here is how we handle them:

- **Immediate action:** As soon as an unexpected issue is found, we pause work in that area and address it right away.
- **Clear options:** We explain the issue and the possible solutions, so you can choose the path that best fits your budget and long-term goals for your home.
- **Cost transparency:** Before any corrective work, we give you a detailed cost breakdown and an updated timeline. No additional work is done until you have reviewed the options and approved digitally.
- **Proactive planning:** We aim to minimize delays by resolving surprises efficiently, so the project stays safe, compliant and structurally sound.

13. Warranty

As certified RenoMark™ Renovators, we provide a **two-year warranty** on workmanship completed and materials supplied by Cloverleaf Builders. Defects are addressed promptly and free of charge.

14. Insurance and WorkSafeBC Compliance

For your peace of mind and protection, Cloverleaf Builders Ltd. maintains the following active coverage:

- **Commercial General Liability:** $5,000,000 per occurrence.
- **Products and Completed Operations:** $5,000,000 aggregate.
- **WorkSafeBC:** We maintain full Active status and provide project-specific Clearance Letters on request.

15. Project Completion and Follow-Up

- **Referrals:** The highest compliment we can receive is a referral. If you know family, friends or neighbours considering a renovation, we would be delighted to offer them a consultation.
- **Google reviews:** When your project is complete, we would greatly appreciate it if you shared your experience in a Google review. Your feedback means a great deal to us.

16. Contact Information

- **Phone:** 778-885-3757
- **Email:** hello@cloverleafbuilders.ca
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