

# 7 QUESTIONS TO ASK WHEN CHOOSING YOUR HOME REMODELING CONTRACTOR IN PALM BEACH COUNTY



*"Kitchens and bathrooms are the most essential rooms in a home."*

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# Introduction

I hope you find this guide useful. It contains answers to the questions clients ask us most often. Today, people are doing a lot more research before they hire a remodeler—and I couldn't be happier. The more you know, the better.

Listening to my own clients has taught me that, in addition to fine workmanship at a fair price, you're looking for a quality remodeling experience—and that includes many factors that clients might not consider before the job begins.

Ultimately, clients want everything from a courteous and helpful crew, to top-quality products, a thoroughly clean work site, and a remodeler who keeps his promises.

The most important thing we build at Leading Edge Homes is trust - and the peace of mind that comes from knowing you've chosen the right people to work on your home.

I founded this business in 1991, and from the beginning, I've known that the first thing clients want is information ... the facts needed to make the best decisions.

Naturally, if you would like a no-pressure design consultation in-person, we'd be glad to help. Please call us at 561-795-2551, email us at [info@leadingedgehomes.com](mailto:info@leadingedgehomes.com), or visit us online at [www.leadingedgehomes.com](http://www.leadingedgehomes.com).



Thanks for requesting this guide. We look forward to hearing about your dream project!

Best regards,

*Todd Perry*

Todd Perry – President, Leading Edge Homes, Inc.



# Inside This Guide



*The topics on this page point the way to the kinds of questions a wise homeowner asks before selecting a remodeling professional.*

*Getting full answers to each of these questions is critical for the success of your remodeling project. I've included my own answers to show you what you should be looking for. — Todd Perry*

## GETTING STARTED

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What is your process for consultation, design, and estimating the job?

## LICENSE & INSURANCE

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Are you licensed? Do you have insurance? What happens if someone gets hurt on the job?

## REPUTATION & TRUST

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How can I know your company is trustworthy? Our reputation is extremely important to us, and it should be important to you as well when choosing a remodeling contractor.

## THE GUARANTEE

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What is your guarantee? We guarantee our work. This part of the guide details our specific guarantee

## SERVICE

Page 10

How is your remodeling experience different? Remodeling your home while living there can be stressful. Here's how we make it as easy on you as possible.

## EXPERTISE

Page 12

What projects, like mine, have you completed? Our team has extensive experience with remodeling projects. Find out more about our recent projects. We love to show off our work!

## THE TEAM

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Who will be working on my home? We know it can be nerve wracking to have strangers in your home. We will explain who will be working on your project.

## WARNINGS

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Not all remodelers are created equal. We'll help you see the warning signs of a weaker contractor.

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# Getting Started

## 1

### What is your process for consultation, design, and estimating the job?

We take every client through a three-part process. Our goal is to develop a design that suits you perfectly.

We begin in your home with a discussion of your needs, desires, preferences, and budget level. Based on what you tell us, we present a range of options and materials from which to choose.

While we are in your home, we collect the information needed to create the design, including room dimensions, structural details, plumbing, electrical service, etc. We record everything in the form of detailed hand drawings and photographs.

At our office we then generate plans using advanced Computer Aided Design (CAD) software. Our designers' expertise and experience bring everything together tastefully and accurately. We also calculate an estimated investment price for your project.

We then schedule an appointment with you to show you the proposed design and go over the estimate in detail in your home.



**Our consultations to this point are at no-cost, stress-free, visual, and informative.**

**Customers really enjoy them.**



# License and Insurance

## 2

Are you licensed? Do you have insurance? What happens if someone gets hurt on the job?



*"We have you covered."*

We hold State of Florida Building Contractor and Roofing Contractor licenses.

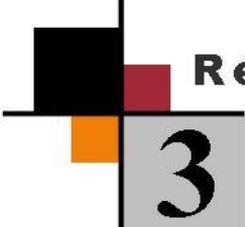


Our firm is also protected by general liability and worker's compensation insurance. In addition, we purchase a Builder's Risk Policy for every remodeling project.

Our employees attend continuing education seminars, as required by our certification. We also attend product training seminars given by our material suppliers.

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## Reputation and Trust

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#### How do I know I can trust you?

We have been in business for 29 years and have successfully completed hundreds of remodeling jobs.

There are no complaints against Leading Edge Homes, Inc. with the Better Business Bureau nor the Florida Department of Labor.

Dunn & Bradstreet has given Leading Edge Homes, Inc. their highest rating for bill paying for a company our size. Our policy is to have payment for all invoices in the mail within 48 hours of receipt.

Leading Edge Homes, Inc. is debt-free. We own all of our tools, equipment, computers, trailers, and vehicles. Low overhead means we can pass the savings on to you.

We would be glad to share client testimonials and references with you. A sampling of what past clients have said is on page 7. You can also find photos of our work on our website at: [www.leadingedgehomes.com](http://www.leadingedgehomes.com).



## WE EXCEED EXPECTATIONS



*"The kitchen was the most important part of our addition. I wanted it to be the focal point of the house with really great design and excellent workmanship. **Leading Edge Homes exceeded my expectations.** They allowed me to work with Direct Buy for purchasing the cabinets at a great discount and Todd's installation was outstanding. He even figured out ways to get around missing and incorrectly ordered items so there would be no delay. I*

*am thrilled with the results and still smile from ear to ear every time I walk into the kitchen. I highly recommend them!" Susan P.*

## WE WOULD RECOMMEND THEM



*"What a great experience! Todd built a 1200 square foot addition to our home. He also extended our patio and then covered it. Todd is very upfront and pretty much in line with timing. The quality of the workmanship was more important than the cost and we would absolutely recommend him to anyone." Lorri P.*

## LEH BUILT FOR MY NEIGHBORS TOO!



*"After hurricane Wilma blew down our screen enclosure, we just put up a fence around our pool area. It didn't take long before we found that we weren't using the pool area very much because of the bugs. When I noticed the structures that Leading Edge Homes built for several of my neighbors and heard how happy they were, I knew that I wanted one too. It took some convincing of my husband to spend the money, but the results surpassed both of our expectations.*

*The roof lines and tile match perfectly, the covered patio has brought the needed shade we were looking for, and the screening solved the bug problem. I also take great comfort in knowing that the structure won't collapse if we get hit by another hurricane. The best part, however, is seeing how much time my family spends together outside on the covered patio relaxing in the shade or watching TV.*

*Thanks to everyone involved for doing such a superior job for us." Marcia W.*

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## The Guarantee

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### What is your warranty and / or workmanship guarantee?

In addition to passing on to you all manufacturers' warranties, Leading Edge Homes provides a three-year warranty on workmanship, a ten-year structural warranty, and my personal guarantee.

If a client has a concern after the job is completed, we respond immediately. If the issue is complex, we evaluate it onsite and determine what kind of correction is required.

If the problem arises during construction, we explain what needs to be done and ensure that the work is completed to the client's satisfaction.

You can count on us to get the job done correctly.



## MY PERSONAL GUARANTEE

(To which I hold all of my employees,  
suppliers, and associates to as well)

I promise to you and your referrals that I will:

- Return your calls within 24 hours
- Respect your time. If I'm running behind, I will call you.
- Listen to and understand your needs.
- Give you an accurate fixed-price proposal and contract whenever possible.
- Clearly specify what work is and isn't included in my proposal.
- Care for you home, yard, pets, and family as if you were my family.
- Do top quality work.
- Clean up during and after.
- Be courteous and professional.

Signed: Todd Perry

Phone: 561-795-2551

At Leading Edge Homes, Inc. we take your trust seriously and will do everything in our power to honor that trust. We know that the work we provide to you is a direct reflection on us, so we will take special care of you and prove you with high quality service, expertise and courtesy.



*"Your trusted home remodeling advisor"*

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## Service

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What makes Leading Edge Homes' services better than those of its competitors?



*Design Experience*

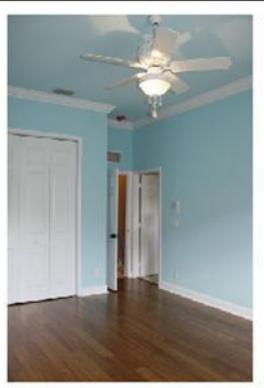
Since 1991, Leading Edge Homes has been setting a whole new standard for remodeling and **design-build** companies in the Palm Beach County area. From simple interior and exterior updates and energy-saving improvements to space-making room additions and whole home remodels, every project benefits from our expert design, craftsmanship and attention to detail.

Leading Edge Homes has been featured in *Remodeling* magazine multiple times, appeared on NBC and CBS television news features, and on radio.

Leading Edge Homes takes a comprehensive approach to design and installation. Complete client satisfaction is our priority from day one.

For example, we know that keeping construction dust to a minimum is important to clients. To ensure this, we often construct temporary dust walls using spring loaded poles and plastic sheets with zipper doors added if required for crew access. We protect existing floors with a combination of craft paper and special self-adhesive plastic.





### *Attention to Detail*

Each project is overseen by the firm's owner. To guarantee excellent communications, the owner acts as the clearinghouse for all questions and issues. Clients never have to deal with the sub-contractors or staff technicians.

A further source of assurance for clients is our contract. It contains very thorough descriptions of everything that will be done and at what cost. Before work begins, clients receive the contract, scope of work, plans and elevations. They are also able to visit our vendors to select fixtures and materials as well.



### *Craftmanship*

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# Expertise

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Can you show me a project that you've done recently? Do you design your own plans?

It can be a challenge to find and hire a Professional Contractor to design and build your project. Just because a contractor says he is licensed or experienced does not mean that he is. Verify that the contractor you hire is licensed and can either put you in contact with a former client or show you pictures of his work.

Whether your dream is to add a master bedroom suite, to complete a multi-room renovation project, or to makeover your bathroom or kitchen, we have the experience to construct your project in a professional manner that exceeds your expectations.

Leading Edge Homes, Inc. is an experienced design-build contractor. Why choose a design-build contractor to draw your plans?

With almost three decades of design-build experience, Leading Edge Homes believes the most important reasons to use this system are:

**ACCOUNTABILITY:** One entity is accountable for everything — drawing the plans with your inputs, determining the costs, building the project, and ensuring your complete satisfaction - no finger pointing.

**EXPERIENCE:** No roof is ever level, floor heights vary, and existing walls are out of plumb. That's why making an addition look like it was always part of the original house is more of an art, and not a science. Leading Edge homes is staffed with artists with design-build experience.

**COST SAVINGS:** The cost of everything is taken into account early on in the process; all fees, construction costs, utilities, landscaping allowances— everything. Unfortunately, it's not unusual for us to hear from people that "their remodel cost twice as much as the architect said it would" — such a scenario is entirely unacceptable and avoidable in the design-build world.





*Custom Kitchen — Wycliffe*



*Detailed Hood*



*Center Island—Furniture*

## **Kitchens**



*Pull Out Spice Rack*

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*Crown Molding*



*New Kitchen with  
Natural Light*



*Ceiling Height Cabinets*

There are many reasons to remodel your kitchen including:

- You enjoy cooking, but lack the space and proper tools
- The kitchen's space constraints make entertaining difficult
- A new kitchen adds to resale value of the home
- The aesthetics of existing kitchen are not pleasing
- Your aging cabinets and countertops are beginning to crack and chip
- The kitchen design is not functional



## Bathrooms



*Full-sized Showers*



*Vessel Lavatories*



*Custom Glass Doors*



*Built in Shelves*

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*No Door or Curtain*



*Walk-In Tub*



*Jet Tub*



*Soaking Tub*



*Upgraded Standard Tub*



## Additions



*Addition—Blends right in!*

Leading Edge Homes designs custom room additions including bedrooms, bathrooms, in-law suites, theaters, family rooms, and more! As a design-build company, Leading Edge Homes ensures that your addition will look like it has always been part of your home, without you needing to hire an architect. See what your addition will look like in 3-D and “walk through” the rooms before we even break ground. Contact us to see how we can help you add a bedroom, bathroom, in-law’s suite, or room for any purpose you want.

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*Pool anyone?*



*Room for more ...*



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## The Team

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Who is going to be working at my house?

Leading Edge Homes is very particular about the people with whom we work.

Besides determining that a prospective sub-contractor is fully licensed and insured, we review client and peer references and then inspect three of their job sites, including at least one they are currently working on.

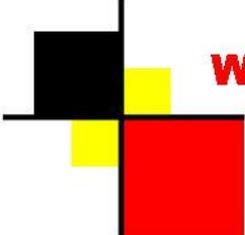
Most of our subcontractors have been working with us for more than fifteen years! Sub-contractor licenses and insurance are reviewed at the start of every job to ensure that there are no lapses in coverage.

Much of what we perform is done with in-house labor. However, if a given job calls for a specialist, we hire one!



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## WARNINGS

Are there any warning signs I should be aware of when hiring a home remodeling professional?

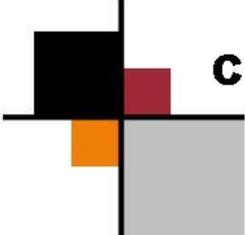
Here are a few of the warning signs:

- The contractor's license number is not in his or her company's name or you cannot verify the license.
- You are asked to obtain the permits.
- The contractor does not have proof of insurance. Licensed contractors must have general liability, property damage, and workers' compensation insurance in effect at all times.
- You are informed that the job does not require a building permit.
- Their estimate is hand written and difficult to read or only a verbal contract.
- Their estimate is not descriptive, leaving you with uncertainties as to the labor being provided and the materials being used.
- Other than their website, you see no mention of the contractor's company with a web search.
- The contractor's price is only good while they are in your home.

**Anybody can say they build room additions or remodel kitchens and bathrooms, but that doesn't mean they install them correctly or are licensed to do so. When you hire Leading Edge Homes, you can be confident that you are working with experts and that everything will be performed correctly.**

**Be sure you are getting the quality you deserve—in workmanship, materials and service. Protect your investment.**





# Contractor Hiring Checklist

By doing appropriate research and following the steps in this guide, you should have no trouble narrowing your search down to 2-3 contractors whom you will interview.

The contractors are running a business, so please be conscious of their time—especially if they offer a free consultation. They will appreciate your thoughtfulness.

Lastly, use this checklist as guidance during your consultation to help you compare contractors.

| WHAT TO LOOK FOR:                                | LEADING EDGE HOMES | Contractor A | Contractor B |
|--|--------------------|--------------|--------------|
| Appropriate Insurance, Licensing, Training       | ✓                  |              |              |
| Solid Reputation and Positive Reviews            | ✓                  |              |              |
| Warranty or Workmanship Guarantee                | ✓                  |              |              |
| Competitive Advantage                            | ✓                  |              |              |
| Experience and Expertise, Past Project Portfolio | ✓                  |              |              |
| An Experienced, Professional Team                | ✓                  |              |              |
| Contractor Warning Signs                         | NONE               |              |              |

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Selecting a remodeling company isn't like buying a dining room set. You can't simply compare prices and choose the one that requires the lowest investment. Due to varying skill levels and range of professionalism within the remodeling industry, there is no way to compare apples to apples. Home remodeling is probably as far from commodity buying as you can get.

Remodeling your home is more like buying an unfinished piece of art. Your home is the sculpture or painting where the work has already begun. Your remodeling contractor is the artist who uses his skills and creativity to finish the work to make your home into a masterpiece that transforms your home and builds comfort into your life.

To arrange a no-pressure consultation, with lots of great ideas, **you can reach us at 561-795-2551 or email us at [info@leadingedgehomes.com](mailto:info@leadingedgehomes.com)**. We promise to get back to you promptly.

*Todd Perry*



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