

# DESIGN PHASE - GETTING TO KNOW YOU

*...and your project*

Think of these first few steps like the 'courtship' of our new relationship....although none of the hard work has begun, the most important things are happening....we are getting to know you, gathering very detailed information we will need to create your design, we're learning how we communicate, and setting the stage for a smooth and enjoyable project. The relationship we are building now is SO important to the success of this process!

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## DESIGNER CONSULTATION

Depending on the scale and scope of the project, your consultation may consist of multiple appointments. Prior to our first meeting, you'll be asked to complete a detailed client questionnaire which allows us to assess the needs of the space and your tastes. During our consultation, we will connect and establish the goals for your project.

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## PROJECT FEE PROPOSAL

At a follow up appointment we will review your detailed fee proposal for our services and other recommendations for your project. Your proposal details the scope of the project, what will be provided by éLAN, the associated fees for completing the design portion of the project, and an estimated timeline for the Design Phase.

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## LETTER OF AGREEMENT

In order to get started, you will sign our letter of agreement. This is to assure there are clear expectations set for both parties. This will also include as much information as possible about your project to give you a better understanding of what will happen. At this time, payment as outlined in the Proposal & Agreement will be due.

## NOW THE REAL WORK BEGINS

*...design development*

After settling the business of agreements and deposits, it's time to begin collaborating on your project. The earliest stage of our design collaboration includes additional consultations (if needed) and utilizing various visual inspiration programs.

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## SITE MEASURING & PLANNING

After the consultation is complete, the design process begins. Design development includes a "Trade Day" for detailed field measurements, site review by contractors & trade professionals for preparation of estimates, and establishing a design concept.

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## DESIGN PREPARATION

Depending on the scope of your project, it can take a few weeks up to several months to complete this step. It requires the most time and focus, but is necessary for the implementation to be as smooth as possible. We will be creating floor plans, elevations & renderings. We will use our expertise to make detailed material selections for flooring, wall coverings, fixtures, cabinetry, countertops, furnishings, and more as needed to bring your vision to life. We take incredible pride in sourcing materials for our clients based on several requirements: they must be stylish, high quality to provide an enduring result, functional, and able to be maintained in a way that works with your lifestyle. Detailed budgets, timelines, and much more will also be prepared.

## BRINGING YOUR PROJECT TO LIFE

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## PRELIMINARY DESIGN PRESENTATION

This is an exciting appointment!, We will review the aesthetic concept, drawings, materials, fixtures, colors & textures, furniture, and more. We will also review estimates, timelines, and any questions you have.

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## FINAL PRESENTATION

If any revisions or additional information is needed, a follow-up design review is then scheduled before we advance to the next phase. This is to ensure that every aspect of your design meets your visual and functional needs.

# CONSTRUCTION & IMPLEMENTATION PHASE - ACHIEVING YOUR *Dream* SPACE

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## PROCUREMENT – ORDER PLACEMENT & TRACKING

After approvals and invoice payments are received, orders for all materials, furnishings, etc. will be ordered as well as tracked to confirm an accurate delivery date and keep the timeline for your project on schedule.

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## RECEIPT AND INSPECTION OF ORDERS

The length of time for orders to arrive ranges from a couple weeks to several months. It varies greatly depending on what it is, how it is made, and where it is from. During this time, as items arrive, they will be inspected for accuracy and defects. Any replacement orders will be handled should the need arise. We will keep you informed of any concerns or changes to estimated arrival dates.

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## INITIATION OF CONSTRUCTION

At this point construction is beginning! Your éLAN designer will maintain contact with your contractor as well as make regular site visits to verify the design is being executed according to plan and that any contractor questions are answered. During this step, communicate regularly & trust on your designer to handle concerns.

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## CONSTRUCTION WALK-THROUGH & DEFICIENCY RESOLUTION

At the end of construction, our éLAN Creative team, you, and your contractor will walk-through the space to determine a "punch list" of any items needing attention to fully complete the construction. Resolving any deficiencies now ensures enjoyment of your space after completion.

## FURNISHING PHASE -

*...finishing touches*

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## PRODUCT INSTALLATION

Once construction is complete and all furnishings have arrived, your designer will lead installation of everything to bring the vision to life. Completion of full service projects includes installation of final furnishings, art, draperies, accessories, etc. For larger projects, this installation and styling may occur over several days.

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## PROJECT REVEAL & PHOTOGRAPHY

The final reveal is an exciting day for you and we will be close by directing you through everything new about your space. This is also typically when we will photograph your space, but, if necessary, that will be scheduled for a later date.

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## FINAL WALK-THROUGH

This is another walk-through with you and our team to look over the installed items in your space to ensure that anything needing attention is addressed.

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## RESOLVING DEFICIENCIES

This is a very important step to execute the full vision. Any concern identified during the walk-through is addressed with appropriate solutions so that everything can be complete for you to enjoy the new space.

*Enjoy* YOUR BEAUTIFUL SPACE!

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## CLIENT CLOSURE MEETING & BINDER DELIVERY

Once your project is completed, we would like to meet with you one last time to get your feedback about your project. We strive to improve our services with every project, and we take your observations to heart. At this time we will also deliver your personal copy of the project binder, including the warranty information, fabric samples, paint colors, etc. for future reference. This concludes this project, but we are just a phone call or email away if you have any questions or let us know when you're ready for the next one! We love to hear from you on how you're enjoying the results!

*Design Process*

