

## PLANNING

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### Customer Inquiry

The customer reaches out to Perks Deconstruction via website, email, or phone.

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### Discovery Call

A call is conducted to learn more about the job, and any drawings or photos are emailed to the job estimator.

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### Jobsite Walk

Perks Deconstruction schedules an in-person meeting to assess the Scope of Work and create a waste and reuse plan, if required.

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### Bid Finalized

A bid is prepared and sent to the customer. If the customer approves, he/she e-signs it and the project begins.

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### Permitting

A permit is applied for by either the General Contractor or the homeowner. Perks Deconstruction can assist in this process and provide waste/reuse information for City and County of Denver and Boulder County projects.

*\*Asbestos must be tested and abated before the demo permit is released.*

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### Project Scheduled

Once the permit has been approved, Perks Deconstruction schedules the project.

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### Materials Recycled and Landfilled

We will separate remaining items for recycling and the landfill.

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### Materials Donated

Any items that can be removed and donated will be staged in a predesignated area and picked up by the selected non-profit.

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### Production Begins

Our team mobilizes to begin deconstruction. We arrive at 8 a.m., go over the scope of work, and label anything that needs to be saved for reuse/donation.

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### Job Site Mobilization

We email to confirm that utilities have been shut off, to discuss roll-off logistics, to confirm that portable restrooms have been delivered and asbestos have been abated, and to confirm the schedule and scope.

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### Deposit Sent

For jobs over \$10,000, a deposit request for 30% is sent one week before the scheduled start date. The deposit can be paid by check, ACH, or credit card.

## EXECUTION

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### Progress Updates

Our project manager will remain in contact throughout the duration of the job with the customer to communicate any job updates, changes to the timeline, or other items that come up.

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### Work Completed

On the last day of the job our project manager will walk through the jobsite with the customer to ensure all project scope details have been completed fully. We will leave the jobsite clean of all work related materials.

## CLOSING

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### Feedback

Our Project Manager verifies the customers are happy with the outcome and we send a digital survey.

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### Final Invoice Sent

Upon project completion, a final invoice is sent for any remaining balances or change orders.

# CUSTOMER ROADMAP