Seven Questions to Ask When Choosing a Remodeler in Orange County.

“Kitchens and bathrooms are the most essential rooms in a home.”
Dear Friend,

I hope you find this guide useful. It contains answers to the questions clients us ask 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.

One of the most important things we build at Anew 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 1–714–253–4548, email us at sales@anewkitcheninc.com, or visit us online at www.anewkitchenbath.com.

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

Best regards,

Alex
President
Anew Kitchen and Bath Design Experience
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<td>Are you licensed? Do you have insurance? What happens if someone gets hurt on the job?</td>
<td>Our reputation is extremely important to us, and it should be important to you as well when choosing a remodeling contractor.</td>
<td>We guarantee our work. This part of the guide will detail our specific guarantee and tell you what you should ask for in a guarantee from a contractor.</td>
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<td>Remodeling your home while living there can be stressful. Here’s how we make it as easy on you as possible and what you can expect from us.</td>
<td>Our team has extensive experience with remodeling projects. Find out more about our recent projects. We love to show off our work!</td>
<td>We know it can be nerve wracking to have strangers in your home. We are happy to explain who will be working on your project.</td>
<td>Not all remodelers are created equal. We'll help you to see the warning signs of a weaker contractor.</td>
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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. I’ve included my own answers to show you just what you should be looking for.

—Alex Stevens, CKD
1. Getting Started

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

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

We begin in our showroom 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 to choose from.

The second stage takes place in your home. Here 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.

Our certified kitchen and bath designers then generate plans using advanced software, like 2020 Design and TurboCAD®. Our designers’ expertise and experience bring everything together tastefully and accurately.

Our consultations are no-cost, stress-free, visual, and informative. Customers really enjoy them.
2. Insurance & License

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

A. We hold “B” and “C6” General Contractor's licenses to remodel kitchens and install cabinetry. Our firm is also protected by liability and worker’s compensation insurance.

Our employees attend monthly and bimonthly continuing education seminars, as required by our certification. We also attend product training seminars given by our material suppliers.
3. Reputation & Trust

Q. How do I know I can trust you?

A. We have been in business for 23 years and have successfully completed hundreds of remodeling jobs. We would be glad to share client testimonials and references with you. You can find photos of our work on houzz.com.

Anew is a member of the Business Consumer Alliance, National Kitchen and Bath Association and the Contractors State License Board.
4. The Guarantee

Q. What is your warranty and/or workmanship guarantee?

A. In addition to manufacturers’ warranties, Anew provides a one-year warranty on all labor.

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 to the sub-contractor what needs to be done and ensure that the work is finished to the client’s satisfaction.

You can count on us to get the job done.
5. Service

Q. What makes Anew Kitchen and Bath’s services better than those of its competitors?

A. Anew has won NKBA design awards, been featured in Trends magazine, and appeared on Cindy Dole's “Home Wizards” radio show.

Anew 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 provide what we call “The Wall”. This is a 2x4 stud wall extending from floor to ceiling three feet outside the work area. Thick plastic sheets are stapled to it, and zipper doors are added if required for crew access. We protect existing floors with a combination of craft paper and 1/8” hardboard.

Time-to-completion is also a client priority. On average, we do bathrooms in 4.5 weeks, kitchens in 6.5 weeks. We give our clients detailed timelines so they always know where the job stands.

Each project is overseen by the firm’s two owners, one of whom is at the job site every day. To guarantee excellent communications, the owners act as the clearinghouse for all questions and issues. Clients never have to deal with the sub-contractors.

A further source of assurance for clients is our contract. It contains very thorough descriptions of everything that will be done, by whom, when, and at what cost. Before work begins, clients receive the proposal, contract, scope of work, plans, elevations, tile design, and relevant plumbing fixture brochures and manufacturers’ disclaimer pages.
5. Service: Testimonials

Here are some of the things that people have been saying about us:

Alex and the people he works with are of the highest quality you will find. His work is excellent, and he truly is a giving person with his time to creatively enhance your project. He has the right balance of personality for what he does and makes the project move along schedule, while keeping a realistic time line and approach. He has done two sizeable projects for me—a kitchen and a home entertainment/dry bar type built-in. Thanks for your great work, Alex, and please let me know if I can ever give a personal verbal reference on your behalf.

• Chris

I wanted to sincerely thank you and your associates for an excellent kitchen remodeling job. The quality of the work was exceptional. The crews were very professional and protective of our home environment. The few questions we had during the project were answered promptly. The design features, which you recommended, were perfect. I would strongly recommend your kitchen design and remodeling services to any family members, friends and neighbors. We are thoroughly enjoying our WOW kitchen.

• Jon

Sandi and I wanted to take this opportunity to thank you again for your professional and creative service. We are enjoying our new kitchen very much, and receive endless compliments. The job was performed in a timely and workmanlike fashion and Ivan and his crew were excellent. Most important to us, however, is that you are obviously an ethical and honest businessman. In the home improvement business, finding someone you can trust during the trials and tribulations of a kitchen remodel was a real plus for us. I have already recommended you and Ivan to my brother-in-law, and would not hesitate to refer your company to others.

• Monte
6. Expertise

Q. Can you show me a project that you’ve done recently?
Here are just a few of the projects we’ve completed recently. You can see many more on our website at www.AnewKitchenInc.com and our Facebook page at www.facebook.com/AnewKitchenandBath/.
6. Expertise (continued)
6. Expertise (continued)
7. The Team

Q. Who is going to be working at my house?

A. Anew 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.

We usually employ a general contractor to do everything required. However, if a given job calls for a specialist, we hire one.

James Bailey
Vice President of Anew Kitchen and Bath.
8. Warning Signs

Q. Are there any warning signs I should be aware of when hiring a kitchen and bath professional?

A. Here are a few warning signs:

- The contractor's license number is not in his or her company’s name.
- Their estimate is handwritten and difficult to read.
- 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 can find no mention of the contractor or 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 install kitchens and bathrooms, but that doesn’t mean they install them correctly. When you hire Anew, you can be confident that you are working with experts and that everything will be done exactly as it should be.

Be sure that you’re getting the quality you deserve—in workmanship, materials, and service.
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. Meeting with many more than that is overkill and will only delay your remodeling project.

Keep in mind that contractors are running a business, so you should be conscious of their time—particularly if they offer a complimentary consultation. They will appreciate your thoughtfulness.

Lastly, print the below contractor hiring checklist so you will have a guideline to follow during your consultation. Rate each category either with a check or a rating from 1–10.

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<th>ANEW KBD</th>
<th>CONTRACTOR A</th>
<th>CONTRACTOR B</th>
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<tr>
<td>Appropriate Insurance, Licensing, Training</td>
<td>✔</td>
<td></td>
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<tr>
<td>Solid Reputation and Positive Reviews</td>
<td>✔</td>
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<tr>
<td>Warranty or Workmanship Guarantee</td>
<td>✔</td>
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<tr>
<td>Competitive Advantage</td>
<td>✔</td>
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<tr>
<td>Experience and Expertise, Past Project Portfolio</td>
<td>✔</td>
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<tr>
<td>An Experienced, Professional Team</td>
<td>✔</td>
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<tr>
<td>Contractor Warning Signs</td>
<td>NONE</td>
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Next Steps

Arrange a design consultation with Anew Kitchen and Bath Design!

For a no-pressure consultation with lots of great ideas and information, you can reach us at 1–714–253–4548 or email us at sales@anewkitcheninc.com. We promise to get back to you very quickly!

Best regards,

Alex Stevens, CKD