



AVRIL INTERIORS

DESIGN PROCESS

This document provides an outline of the steps we'll follow during the course of your project.

STEP 1: INITIAL MEETING

The initial meeting is the launching pad for every new project. During this first visit we will discuss the scope of your project, your goals and your budget. I'll ask you questions to learn about your tastes, your lifestyle and how you intend to use your space. This first meeting typically lasts an hour or two & is complimentary. It's a great opportunity for us to get to know each other & determine if Avril Interiors is a good fit for your project.

During this first meeting we will discuss:

1. *The scope of your project in detail*

This will include all the rooms involved in the project, how you intend to use each room and your ideas and goals for each space.

2. *Your tastes, preferences, likes, dislikes, style & lifestyle or business needs*

I'll ask lots of questions. If you have inspiration photos or ideas that you'd like to incorporate, please have these on hand.

3. *Budget*

It's best to work our your finances and set an overall budget before you begin the project. If you are unsure about where to begin, I will work with you to determine your goals and set a realistic budget for your space. Design Fees are calculated separately from the budget.

4. *Design process & letter of agreement*

We will review the design process in detail and go over a sample letter of agreement so you know how we work and what our fee structure is. We will determine whether an hourly consultation or flat fee agreement will be best for your project.

5. *Contact person assigned*

If there is more than one decision-making adult involved in the process you will assign one to be the contact person for the project. This person will be named in the letter of agreement as having authority to make decisions and sign off on work orders on behalf of both parties. This will also be the person I will have direct contact with and receive direction from during the course of the project. Because it is not always possible to meet with all parties at the same time, the contact person will be responsible for communicating any ideas or decisions to the other parties involved.

6. *Questions or concerns*

We will address any questions you might have about Avril Interiors or concern about your project

STEP 2: LETTER OF AGREEMENT & RETAINER FEE

Shortly after the initial meeting you will receive a letter of agreement. The letter of agreement will detail our scope of services, fee structure, policies and procedures, and design and client responsibilities. Along with signing the letter you will be required to pay a retainer fee. The retainer will be credited against your final invoice at the end of the project. If there are two decision-making adults involved in the project, both parties will be required to sign the letter. Once the signed letter and retainer are received at our office we will move forward to the next step.

STEP 3: SCHEDULING

Typically, a full-scale project takes several months to complete. It is important to establish a realistic timetable right from the start. This will help us guide the pace as we move from the planning and conceptual stages through the execution of designs and furniture acquisitions to the completed project. One of the most important factors in determining the length of your project is you. If you make decisions quickly the project will move along faster. If you need a little time to mull things over, it might take a little longer. That being said, if time is of the essence I can come up with solutions to meet your time requirements.

STEP 4: KICK-OFF MEETING & PLAN REVIEW

The design kick-off meeting normally occurs within a week after the letter of agreement is received. During this meeting we will review the design requirements and project schedule. We will look at inspiration photos to focus in on your tastes and make sure we're all on the same page before we jump into the design process.

At this time we will review your architectural plans or, if no plans are available, we will take detailed measurements and photos of all spaces involved in your project. Where appropriate, we will also arrange to have the trades people who will be working on your project come in and take their own site measurements for estimating purposes. Over the course of the project we will bring in any additional trades as necessary.

STEP 5: FLOOR PLAN

Carefully considered space planning is crucial to a well-designed space. After all of the requirements are determined we will develop floor plans for each space. Floor plans allow us to determine what can fit in a room, how it is arranged, and the appropriate scale for architectural details & furnishings. The amount of time this takes will vary depending on the scale of your project. We will explore multiple layouts for each room in an effort to maximize space & functionality. Once complete, I will schedule a meeting with you to review these floor plans and discuss the benefits of each.

STEP 6: DESIGN DEVELOPMENT

New construction, renovations and tenant improvements typically require a more collaborative approach. We will work closely with you and the members of your design team to help you realize your vision. We will develop interior selections and materials specifications in concert with your builder, architect, lighting specialists, as well as landscape and audio-visual designers to ensure your project stays on schedule, on budget and has a cohesive flow inside & out. During this phase we will develop plans & elevations that illustrate all of the interior architectural detailing. We will source all of the flooring, tiles, and countertops. We'll design custom cabinetry and built-ins, ceiling treatments, molding details, fireplaces, and specialty interior treatments. We'll select lighting, plumbing fixtures, hardware & appliances. A complete set of detailed elevations and design drawings along with color inspiration photos, finish schedules and materials selections are provided for every project in a digital Specifications Binder. This encompasses everything your builder needs to get the project complete to our exacting specifications. Hard copies of your Specifications Binder can be provided upon request.

STEP 7: DECORATING SCHEME

Once we have finalized the plans, the next step is to create the design scheme. This starts with developing a color scheme and sourcing materials, furniture, fabrics, and fixtures. Materials for flooring, counters and cabinetry are selected. Wall and floor coverings are considered. Custom furniture and built-ins are designed and finishes chosen. Window treatments are designed and fabrics, trims and hardware are chosen. A lighting plan is developed. Lighting fixtures are chosen. Drawings, samples and pictures are gathered. Quotes and pricing are researched and cataloged. In other words, this is where it all comes together and every detail is considered.

Throughout this step there will be a fair amount of communication and intermediate meetings to discuss different elements of the design. You'll provide feedback and we'll narrow down the options to the best one for each element. If there are items that need to be re-sourced due to budget or availability we'll discuss the steps involved with that.

At the end, you will be presented with carefully edited selections that represent the best choices for your space. Creating the design scheme is a time-consuming process and will require several weeks or months depending on the scope of your project.

STEP 8: PRESENTATION & SIGN-OFF

When the design scheme is ready a presentation will be scheduled. All decision-makers must be at this meeting. We will go through the design in detail and you will be presented with fabric, drawings, photos and samples for each element in the design. By this stage, we should have a complete design scheme that meets your approval. You will also be given a budget outlining the cost of each item, and work orders to sign off on where appropriate.

Timely approval of the design scheme is crucial for maintaining accurate pricing and ensuring the availability of some design elements (fabrics or antiques, for example). If the design is not approved in a timely manner there may be additional costs associated with replacing items that are no longer available. Once the design has been approved and all elements are finalized we can begin executing the design.

STEP 9: WORK ORDERS & PURCHASING

Before any trades are hired or items purchased on your behalf, you will receive a proposal that details the work to be done or item to be purchased along with all known associated costs. (Freight and delivery are usually billed separately). Detailed proposals are the safety net to make sure we stay on the same page throughout the design execution and nothing gets purchased without your written approval.

You will receive two copies of each proposal ~ one for your records, and one that you will sign and return to our office with the requested deposit. For antiques and other off-the-shelf items payment must be made in full when the proposal is approved. The balance on each order will be due when the merchandise is ready for delivery or when services provided by trades are substantially completed.

STEP 10: TRADES BEGIN WORK

If there is work to be done by trades we schedule this to begin as soon as possible. We manage the scheduling and oversee the work to make sure the design is executed properly and with the highest quality of workmanship.

STEP 11: FOLLOW UP

Throughout the design process we manage the project and stay on top of the details. This step is especially important as we're nearing the end. It's a cross check to make sure work by trades is underway or has been satisfactorily completed, all concerns have been addressed, furniture ordered, payments made, schedule on track, and no detail overlooked. We'll schedule a brief meeting to review anything left outstanding or any changes that may need to be made.

STEP 12: INSTALLATION & STYLING

This is where the vision becomes reality. All work by trades has been completed. Now the furniture is delivered, window treatments are installed, rugs laid, accessories placed and art hung. Depending on the size of your project this process may take a few hours or a few weeks to complete.

Styling is what elevates your space to magazine quality status. It refers to adding those finishing touches and follows a different process than the rest of the design. Before the installation, I'll go to a number of shops and choose various accessories for your space 'on approval'. This could include art, lamps, throws, vases, candles, and other types of decorative accessories. During installation these items will be placed throughout the space along with any personal items you may want to incorporate. We'll provide you with the cost of each item and you'll have a day or two to decide what you'd like to keep. You'll pay for what you choose to keep and we'll return anything that you don't want. Adding the finishing touches and interior styling can occur at the time of installation or evolve over months of your living in the space. The pace of this will be entirely up to you. We provide a complete turnkey service, doing as much or as little as you request.

STEP 13: DEFICIENCIES LIST

A deficiencies list consists of all the little things at the end of a project that are left outstanding or need attention (such as touch ups or a missing lamp). We'll go through each room together and compile the list. I'll arrange to have each item on the list addressed as quickly and efficiently as possible. If there's something that's not right or you're not thrilled with, don't worry... we'll make sure it gets taken care of to your satisfaction. We want you to love everything we do!

STEP 14: MISCELLANEOUS EXTRAS

This step is the catch all for all the "while we're at it we might as well..." things that get added to the to-do list throughout the project. These items will be handled in conjunction with the original project but will be budgeted and invoiced under a separate agreement as an addendum to the original contract. No additional work will be started without a signed proposal agreement. Wherever possible, additional work will be fit into the schedule to maximize time and materials.

STEP 15: YOUR DREAMS REALIZED

All that's left to add is you. Settle in, relax and enjoy!