



KITCHEN
+ BATH

We've been building and renovating for a long time and we know that major renovations can be complicated, noisy, messy, and often overwhelming. It's a major disruption, but it's our goal to do everything we can to make sure your renovation goes as smoothly and efficiently as possible. We've collected some helpful information in this document to help you prepare, and we are always happy to help, answer questions, or make suggestions at any time during the process. Just ask!

CABINET INSTALLATION:

If you are having your cabinetry removed and replaced, please ensure all your belongings have been removed prior to the start of the renovation. Because we book our cabinetry installations two to three weeks in advance, it is important that you notify our scheduling department right away if you notice any variations to the project timeline in the earlier stages of your renovation. The more information we have (and the earlier we have it), the easier it is to adapt our schedules. Short notice is likely to result in longer delays.

ACCESS TO YOUR HOME:

We appreciate it when homeowners can be home to give access to the installers, tradespeople and deliveries, but we understand this is not always practical or possible. To make sure all the members of our team can access the job site as needed, we require the use of a Gateway lock box on the outside of your home during the renovation process. Our lock boxes are very secure, the codes are changed before every job and you are free to come and go as you please during the renovation. Additionally, you can remove them overnight and on the weekends, as long as they are reinstalled during weekday working hours. Even if there is no work scheduled, it's possible one of your tradespeople, or your project coordinator will need to access your home to check on progress, deliver material, or complete a task. Please bring a key to your house for the lock box no later than the due date of your delivery payment.

PETS:

We care about your pets, and want to make sure they are safe and cared for. The easiest way to protect them is to ensure they have a safe place that is separate from the work area while our tradespeople are working. Not all tradespeople are comfortable around pets, and having animals underfoot can present a danger to both your pet and our tradespeople—especially while heavy product is being moved or power tools are in use. We understand this can be a difficult disruption for your pets, but keeping the worksite safe for everyone is incredibly important to us.

COUNTERTOPS:

Countertops are bulky, and in the case of stone, incredibly heavy. In order to minimize the chance of damage to cabinetry or appliances, we ask that all appliances are removed from the space. Removing your lower cabinet drawers and all belongings from the lower cabinetry makes clean-up much easier.

APPLIANCES:

Appliances left in the kitchen monopolize valuable work space and hamper our ability to move large items in and out. Any appliances will need to be removed from the kitchen before the installation begins. If moving them yourself is not possible, our designers are happy to help you hire a mover. If you have not agreed to appliance installation, you will be responsible for moving your appliances back into place once the project is complete. If you have not yet requested this service and would like to, please contact your designer. We recommend that all new appliances be properly installed by a qualified installer.

PAYMENT INFORMATION:

DELIVERY PAYMENT:

This payment is due 3 business days prior to the start of renovation.

FINAL PAYMENT:

This payment is due upon delivery of a functional space. All warranties included initiate at this point.

We accept **cash, cheque, credit card or eTransfer** for all balance payments. If you are mailing a cheque, please allow sufficient time for it to be received at our office before the applicable due date. To pay with credit card, please contact your design team at 204.989.6140 to make payment arrangements. If your banking institution allows for adequately sized eTransfers, you can remit payment to:
accounting@gatewaycabinets.com

Gateway Kitchen + Bath

893 Gateway Road
Winnipeg, MB, R2K 3L1
204.989.6140

sales@gatewaycabinets.com
gatewaycabinets.com

If you are ordering new appliances and aim to have them delivered, please plan to store them somewhere other than the work site. If you don't have another space in your house to store them, schedule their delivery for after the cabinets and countertops are in place and before the final electrical and plumbing visits.

SCHEDULING:

Before your renovation starts we will provide you with a projected timeline detailing all the planned dates for each step. While we try our hardest to maintain that timeline, sometimes issues can arise (either from our end or yours) that we hadn't planned for. If that happens, you will be notified of any and all changes to your schedule, and checking your online schedule daily is highly recommended. If you have any scheduling questions or concerns, our scheduling department would be happy to help.

Once your project has started, you'll receive a link to your **Live Calendar**. This calendar is accessible on any device and shows you exactly what will be happening in your home on any given day. Click on each daily task and you'll find any additional details we have as soon as we have them. **Schedule change notifications** are also available via text or email. Let us know your preference and we will strive to keep you well-informed.

TRADESPEOPLE:

Gateway's Trades: Tradespeople move as efficiently as possible from one job to another, and as a result it's sometimes difficult to know an exact time they plan to arrive. Some of our partners start their days as early as 7am, so it's best to be prepared for that on days you are expecting them. If you require an approximate time, please call our scheduling department and they will try to find out for you. All our trades are given specific instructions and do not deviate from them unless instructed by the designer. If you discover there is additional work you'd like to add, please contact your designer.

Self-Hired Trades: If you have decided to hire your own trades we would consider you to be the general contractor for the renovation, and as such, you are responsible for scheduling, communication and payment for those trades. It is important that you let both your designer and our scheduling department know which trades you plan to coordinate yourself so we can adapt our schedule to accommodate them. In order for your renovation to run as smoothly as possible, it is imperative that your tradespeople follow the schedule. Please do not schedule your trades at the same time as one of ours, as this can often cause unplanned issues and delays. If one of your trades is unable to keep their appointment, please alert our scheduling department as soon as possible so we can make appropriate changes to the schedule.

WHEN PROBLEMS HAPPEN:

Complex renovation projects have a lot of moving parts, and invariably something will come up that throws a wrench into the machine. We do everything we can to spot problems early, identify them quickly and correct them promptly. If the issue that arises is our mistake, we will assume all costs involved. In the case of issues stemming from outside parties (supplier quality issues, product and supply delays, product warranty issues, etc) we will do our best to efficiently correct the problem, though there may be some delay and/or costs involved.

We understand that renovations can be a difficult process for any homeowner, and at times, emotions can run high. Collaboration is one of our core values. It's important to us to maintain respectful working relationships, and we ask the same of you. Have a problem? Talk to us and we'll work together to address it.

CLEAN UP:

All of our tradespeople are instructed to do a rough clean-up. If a garbage bin is on site or you have ordered pick-up, they will put all garbage in the appropriate place. If you will be taking care of waste disposal yourself, please let them know where to put any trash they collect.

WASTE BINS:

It is important to note that GFL Environmental is not responsible for any damage to the driveway that may be caused by the weight of the truck and/or the loading and unloading of the bin. The drivers always take precautions while on your property but sometimes ground conditions are not ideal.

GATEWAY'S GOT IT!:

We do everything we can to make sure your renovation experience is stress-free, but even a perfect renovation is a major disruption to your life for an extended period. Take heart, we have been there before and we are in your corner. Our vast experience with renovation means we often spot issues before they become a problem, and know the most efficient process to get the job done right as quickly as possible. We are happy to relieve you of any stresses we can, including answering questions from tradespeople that you might be unsure about or feeling like you need to stay available to all workers in your home at all times. Feel free to take time away from the noise and mess as often as you need to. We will take care of it and be with you to celebrate in your new space!