

# THINKING OF RENOVATING?



*On Time As Promised!*

**FORSTER AND TUNCURRY'S  
RENOVATION SPECIALISTS**

www.bsnelson.com.au

## COMMON CONCERNS CLIENTS OFTEN HAVE:

- Budget blowout and time delays.
- Poor communication and unwanted stress.
- Poor job management and job delivery.
- Excessive variations that you weren't aware of.



## WAYS IN WHICH B&S NELSON EASE THESE CONCERNS:

- We communicate
- We provide the Start Smart service - a paid on-site consultation to eliminate fears, give realistic advice and remove hidden surprises during the project. We work with you and other parties, in the early stage to bring ideas together.
- We provide practical solutions and match these to realistic costings, giving you peace of mind.
- We hire the best people and strive for quality and on-time projects.



Having been in the building industry for many years we have heard of some awful stories, outcomes and disappointments.

If we can make the building experience something that you enjoy, we have done our job properly.

This Ultimate renovation guide will help to improve your knowledge of the building process.

What we aim to offer you are the following experiences and outcomes:

- You will remember the building experience fondly
- The delivery of the project is exactly as you anticipated
- You were guided seamlessly through the project by us
- You loved the experience and would be happy to go through it again

“Our research has shown that after a few years after the renovation one of the most talked about topics is the experience, as well as the quality of the works completed.”





# WHY CHOOSE US?

B&S Nelson are the leading renovation specialists in the Forster-Tuncurry area with over 30 years consistent quality customer service to our clients. Choosing the right company to handle the renovation of your home ultimately determines the level of service and the quality of the renovation you receive. There is a reason our client base has continued to grow in the thirty years B&S Nelson have been in business – B&S Nelson bring dreams to reality and go even further to exceed the expectations of our clients. Most of whom then go on to recommend us to friends and family.

Here are some of the qualities that stand us apart:

				 BUILDXACT	
<b>Handpicked Team</b>	<b>Unparalleled building expertise</b>	<b>Fully insured</b>	<b>Communication is our priority</b>	<b>Buildxact Project management software to deliver your project on time</b>	<b>Only the best trusted local suppliers</b>
					
<b>Impeccable safety record</b>	<b>30 years of building in our area with hundreds of satisfied clients</b>	<b>HIA membership for over 20 years</b>	<b>HIA contracts</b>	<b>Community-minded supporting local netball, Veterans golf and the Samuel Brett Nelson Kickstart charity</b>	<b>Our total commitment to you and your project.</b>



## OUR GUARANTEE

### CONSTANT COMMUNICATION

B&S Nelson aim to keep you informed every step of the build, so you understand where your build is at. At no time will you be left in the dark. You will have access to Steve, Bob, or the Site Foreman to answer any questions or concerns you may have.

B&S Nelson pride ourselves on giving you an enjoyable, memorable experience when you build. This is such a huge investment for you, B&S Nelson want our clients to love the experience and the result.

### ON-TIME AS PROMISED

B&S Nelson take this commitment very seriously. With over 30 years of experience and expertise in the local area, we have an amazing team of tradesmen that enable us to stick to this guarantee. B&S Nelson are very mindful of not overloading our schedule so that we can maintain the high standard B&S Nelson pride ourselves on.





## EFFECTIVE PROJECT MANAGEMENT

Buildxact software has been a game-changer for our clients and us. This software gives our clients the ability for you the Client to login and follow the progress of the job. This software allows us to communicate with you easily. We share Invoices, variations, and schedules through this platform.

## PEACE OF MIND

We will provide you with a 7 Year Home Owners Warranty Insurance. This insurance guarantees your deposit and ensures that if we can't complete your job for any unforeseen reason, they'll find someone to finish it. (subject to the limits of the policy) The Warranty also covers the repair of any defects for a period of 7 years. This gives you peace of mind.

## SAFETY

Safety is paramount to B & S Nelson Building Services. We encourage site cleanliness, keep our sites fenced and locked, plus as members of the HIA we keep all WHS (Work, Health & Safety) requirements up to date.

## PRICE

Concerned about going over budget? This happens all too often. This is usually a result of poor communication between the Client and the Builder. We have developed an extensive checklist from over 30 years of quoting. Our goal is that you move into your new home or renovation being one of our biggest fans. Variations will be clearly stated and signed for during the build so you can stay on budget with confidence.

# | TESTIMONIALS



Steve very friendly, easy going and very good at getting the job done on time and in the budget. Love the finished product.

- **Leoni Kidd**



We have just completed a major renovation on our home with B & S Nelson Building Services and are thrilled with the final product! In summary: very high-quality work, completed early, on budget, and stress-free! The entire Team of tradesmen who worked on our home (and there were many!) were professional, reliable, experienced, extremely skilled, friendly, and respectful of our wishes. Nothing was ever a problem, any issues we had were dealt with immediately and efficiently, and we were kept informed of the progress every step of the way. Steve Nelson was outstanding in his planning and management of the entire renovation timeline, and we are so very appreciative of all his efforts guiding us through this journey. We will absolutely be using B & S Nelson for any other building work to be done in the future and would recommend them in a heartbeat to anyone looking for a team to carry out any home renovations. Thank you, B & S Nelson, and your entire amazing Team.

- **Bruce and Ali Stephen – Forster**



Bob and Steve and crew have done a number of renos at our home at One Mile Beach. All great workmanship. Especially the latest one, a complete rebuild of our living area. A stunning result and cost wise, not over the top.

- **Allan Butler**



These guys go above and beyond! Steve renovated our house for us five years ago and managed the entire project as we were living away at the time, nothing was ever too much trouble and the finished product was better than we had ever expected. He is now doing further renovations for us again this year!!! Can't wait to see what they do this time!

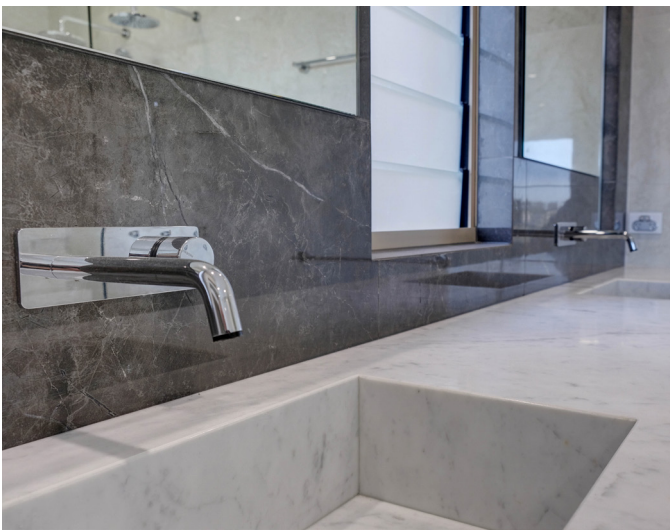
- **Nicole Reeve**



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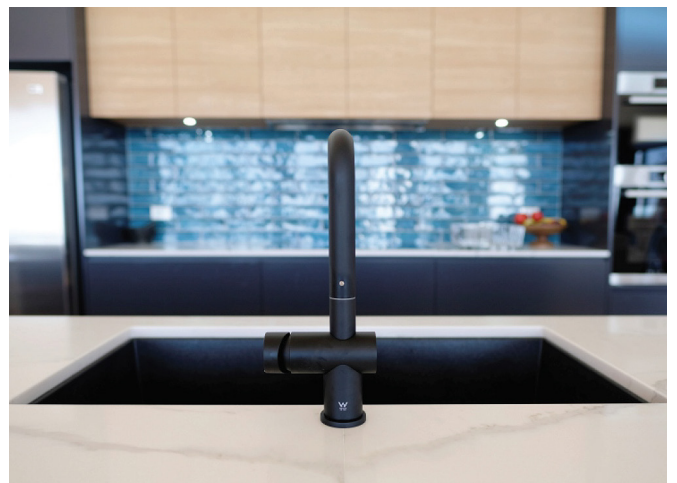


# BATHROOM RENOVATIONS





# KITCHEN RENOVATIONS





# | FULL-HOUSE RENOVATIONS







# | OUR PROCESS

**From start to finish, our step by step process is designed for smooth execution**

## 1. Initial contact

It all starts with the first contact. It is at this time we ask that you complete the questionnaire to help us see if we can help you. You will be sent copies of our Renovation guides to learn more about us.

Once completed we make contact to have a chat over the phone and talk in more detail about your project and dreams.

## 2. Site visit

Our comprehensive Start Smart Service is aimed at removing stress and uncertainty from the building process and setting you up for success right from the beginning of your project.

For a relatively small upfront fee, we will provide a comprehensive consultation service involving multiple trades and building professionals, like architects. We'll work out where you can save money, and ensure that the design and finish will be absolutely perfect for you and your family. This is payable prior to the site visit, where Steve will measure up and discuss your ideas with you. This fee aims to eliminate any surprises later down the track, which can cause headaches for all parties.

## 3. Quote preparation

Our written proposal includes a comprehensive schedule of allowances, fittings, and finishes.

Depending on the size of the project, there will be a quotation fee. Poor quote preparation is the cause of most disputes you see in the building industry, and one we love to avoid.



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## 4. Contracts

After preparing a quote and the terms have been agreed, we will draw up a HIA contract for you to sign. These contracts are written in plain, easily understandable English. Homeowners warranty insurance certificate is also required before the project can proceed.

An invoice will be presented for a 10 % deposit, which is required after signing the contract.

## 5. Selections

A visit to our local suppliers is next on the cards so you can make your choices from the many options available. We can go with you for this process or organize the visits with our sales team in the stores

## 6. Construction

The building works commences once the paperwork has been signed. Each renovation project is different. From our wealth of experience, we will be able to give you an accurate timeline estimate. We will prepare a Gantt chart illustrating the suggested timeline.

## 7. Handover

We do a final walkthrough with you to rectify any issues that might come up; You will be presented with all the warranties, instruction handbooks, and certificates when we hand you the keys or deliver your room.

## 8. Maintenance period

All of our builds carry a seven-year structural warranty.



## HOMEOWNERS SHOULD SEE A BUILDER FIRST

One of the main reasons homeowners get upset that their project is unattainable is because they've fallen in love with a design that can not be built for their set budget. We strongly encourage homeowners to contact us prior to seeking design so we can assist you in the right direction and move you one step closer to your dream home.

## WHY A BUILDER SHOULD BE PRESENT FROM CONCEPT STAGE

The design and planning of your new home is without a doubt a most integral part of your building journey. A good point to consider is that it costs the same amount of money to build a wall in the wrong spot as it does the right spot. Design does matter and good design principles do not cost more. This wall can change dramatically if you select a different material, however.

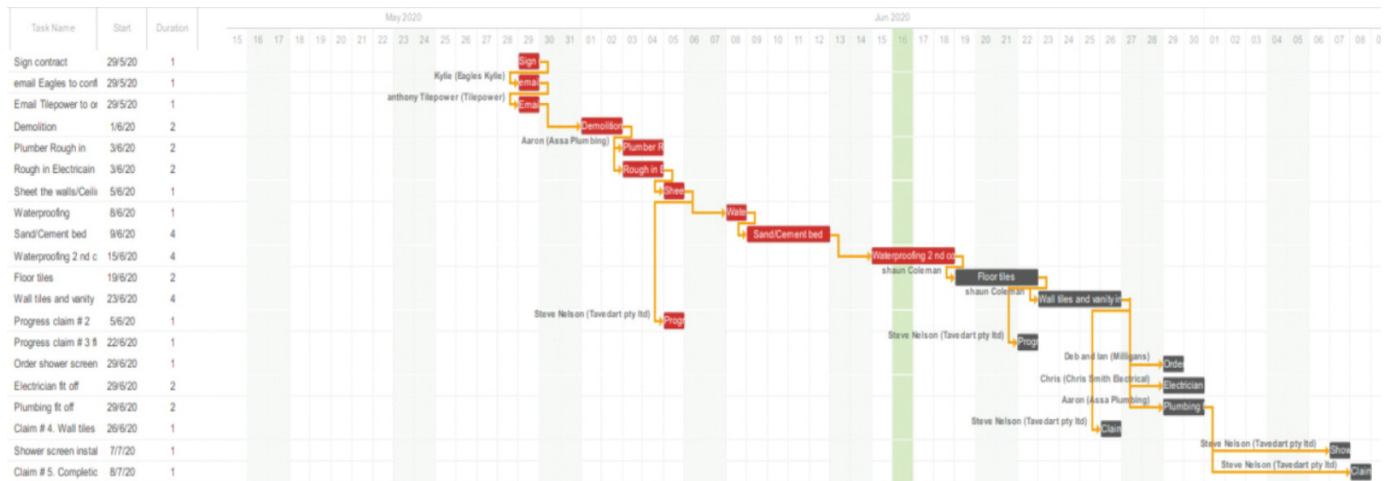
You approach a designer or architect because they are experts and can turn your dreams in to a reality. However, designers and architects are not trained to understand building costs whereas builders are. Often the builder is the bearer of bad news when it comes to telling homeowners that their design can not be built for their budget, why? Because a building professional was not on board from the beginning to guide this process.

At B&S Nelson, we work collaboratively with the design team from the very beginning and have been doing so successfully for many years now. The outcome of this process is the delivery of an on-budget project, no costly surprises and the homeowner gets the home they wanted from the beginning of design stage.





One of the most useful tools we use is the gantt chart. This is an integral part of our building process where we can control the progress of each of our projects. The chart automatically alerts other trades that they are due on site as the job progresses.





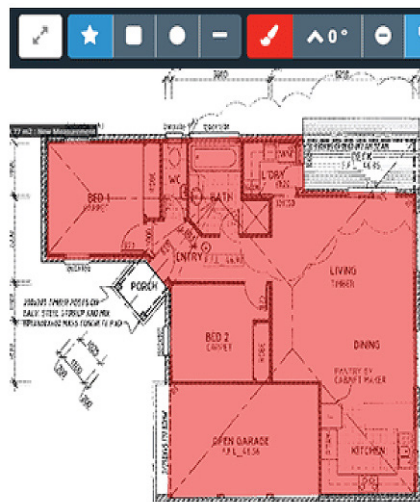
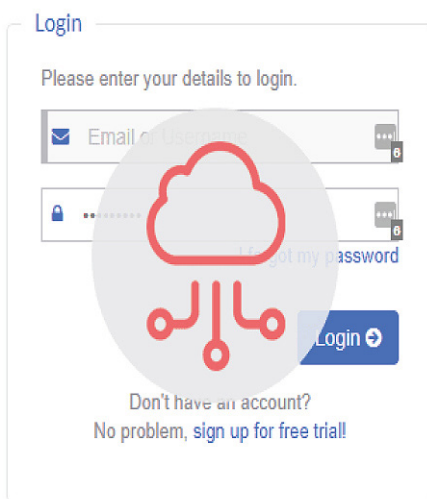
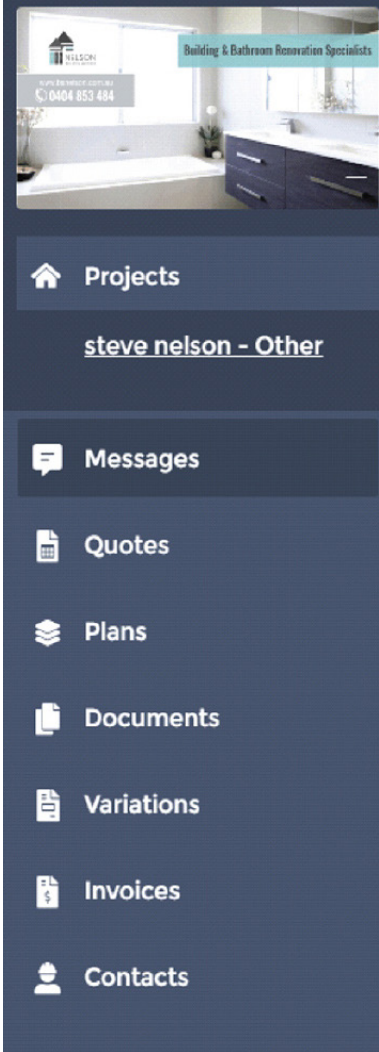
# HOW WE COMMUNICATE WITH YOU

The messaging tab allows us to communicate and keep track of all correspondence. The feedback from clients has been really positive.

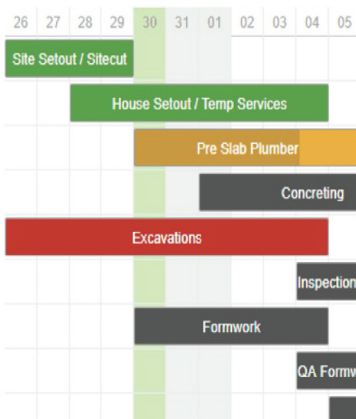
This is the communication hub between you the client and our team. This is where we share all documents and communications for your renovation. Poor communication leads to 90% of the issues clients can experience when building.

If this concerns you we are able to use the more conventional forms of communication, so don't worry if you're not that savvy with technology. Steve is always happy to take calls or texts from you with any questions you have along the way. He will organise site meetings throughout the project with you too, so you can see the progress and ask questions.

The menu shows where all the info is and allows you to see where you are up to with progress claims and variations throughout the build.



1	✓ Preliminaries	\$6,613.24	
2	✓ Site Preparation	\$5,000.00	
3	🟡 Hire Items	\$2,555.09	
4	🟡 Concreting	\$0.00	
5	🟡 Framing	\$0.00	
6	🟡 Steel	\$0.00	
7	🟡 Brickwork/Cladding	\$1,104.27	
8	🟡 Plumbing	\$0.00	
<b>Sub Total (Ex)</b>		<b>Markup</b>	<b>GST</b>
\$15,272.60		\$3,054.52	\$1,832.71
<b>Quote Total</b>			
<b>\$20,159.83</b>			



Actual Categories	Estimated (Ex)	Actual (Ex)	Variance (Ex)	Progress
1 Preliminaries	\$6,200.00	\$6,400.00	-\$200.00	104%
2 Site Preparation	\$9,500.00	\$9,400.00	\$100.00	99%
3 Hire Items	\$12,000.00	\$12,000.00	\$0.00	100%
4 Concreting	\$15,000.00	\$0.00	\$0.00	
5 Framing	\$8,416.32	\$0.00	\$0.00	
6 Electrical	\$15,225.00	\$15,000.00	\$225.00	99%
7 Tiling	\$954.90	\$0.00	\$0.00	
8 Brickwork/Cladding	\$778.69	\$0.00	\$0.00	
<b>Estimated (Ex)</b>	<b>\$68,074.91</b>	<b>Actual (Ex)</b>	<b>\$42,860.00</b>	<b>Variance (Ex)</b>
			<b>\$25,214.91</b>	<b>65%</b>



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## ABOUT US

Bob, Steve, and Brett Nelson have been all part of the business over the last 30 years.

We have been making dreams come true for hundreds of clients and continue to do it every day. Our work covers small bathroom renovations to million-dollar new home builds, which means we have the experience to ensure you get the quality result you are after.

We have the systems, trades, and knowledge to make your dreams happen seamlessly:  
no hassles and "On Time As Promised."



[www.bsnelson.com.au](http://www.bsnelson.com.au)

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**TAVEDART PTY LTD**

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