

Frequently Asked Questions

Are you licensed to work in Florida?

- Yes, we hold a General Contractor's license (Lic. #CRC1333651), and are fully insured.

Do you and your subcontractors carry liability and worker's compensation insurance?

- Yes, all subcontractors we use are also licensed in their respective trade, carry liability insurance, and worker's compensation where applicable.

Can you provide insurance certificates?

- Absolutely, just ask 😊.

What services do you offer?

- Gainesville Kitchen & Bath is considered a 'turn-key' remodeling company. This means that we're able to complete all aspects of a standard kitchen or bathroom remodeling project, including providing all materials and labor needed for a given project, and we manage the scheduling for each stage of the project including the installers and trade specialties.
- The goal is to make a remodeling project as easy and stress free as possible to the customer, by providing everything needed for any remodeling project all in one place. Overall, the customer won't have to seek out any other companies to perform any aspect of work on their project, unless a customer already has a preferred installer for a part of the project.

How long have you been in business?

- Opening the first showroom in 2018, Gainesville Kitchen & Bath has over 100 years combined experience in the remodeling and building industry. The owner (Mike Chalfin) has been building custom homes for over 40 years, teaching his son (Tyler) how to swing a hammer from a young age of 3, and now running their own company together as a family owned and operated company.

What is the warranty on your work?

- We offer a 3-year warranty on all products and services provided by Gainesville Kitchen & Bath. All products not supplied by GKB are warrantied for 1 year for labor only on repairs and replacement.

Do you have an architect/engineer on staff? If not, whom do you use?

Frequently Asked Questions

- We do not have an architect on staff, as it's not necessary for most kitchen and bathroom remodeling projects since there is little to no structural or load-bearing needs on most projects.
- We use 2020 design software for all our projects, which allows us to create accurate and detailed elevations and floorplans for any given remodeling project.

How many design drafts are included in the contract?

- With a 'Design Retainer' we're able to provide up to 3 design changes. Once we've reached 3 designs we require an additional design fee, or a signed contract.
- With a signed contract we're able to do up to 6 design changes and require an additional design fee if additional changes are requested.

Does your company use its own construction crews?

- Yes, for all aspects of a project that are not specialty-trades, including: Carpentry (rough & finish), Wall & Floor Tile, Laminate & Wood Flooring, Drywall & Painting
- We do use separate sub-contractors for all specialty trades, including Plumbing, Electrical, and Counter Tops.

Who are your subcontractors, and how long have they worked with you?

- Electrical: Manny's Electrical, 3 years
- Plumbing: Premier Plumbing, 3 years
- Counter Tops: Discover Quartz, 1 year

Can I, the customer, use my own installers?

- Yes, with the understanding that any installers other than those provided by GKB are solely responsible for all their own work; and GKB cannot be held liable for any work provided by a third-party company (contractor, or installer). In this case, GKB will manage all other aspects of the project, and coordinate directly with the customer's installer.

Can I, the customer, do my own demolition?

- No. We understand that the goal is to "save on cost", however, more often than not it has been our experience that this opens the door for issues to arise; and overall can set a bad tone for the entire project going forward.
- There are often many elements involved in demolition that require expertise to perform correctly, such as plumbing, electrical, or structural. When any of these elements are improperly removed or disrupted during demolition, many issues can arise including:
 - Unexpected damages or challenges during demolition, requiring a professional to correct the situation.

Frequently Asked Questions

- Incomplete or incorrect demolition that requires additional or corrective work to be performed to complete or correct the situation.
- Potential Savings? For typical kitchen or bathroom remodeling projects the demolition is a drop in the bucket compared to the overall cost, and any 'savings' can quickly be diminished or eliminated by requiring additional work to complete or correct any issues caused or discovered during demolition.

What is the time frame for the project? When could we start? What is your estimated completion date?

- We're usually about 8-10 weeks from starting a new project.
- For a typical kitchen or bathroom project, the timeline will vary from 6 to 16 weeks from start to completion – including planning, design, order & deliver of materials, demolition, build, and total completion.
- Each project is different and requires varying levels of attention depending on the scope of work involved. The time of year the project is taking place will also influence the overall time the project takes from start to finish.

Who will be assigned as the project manager? Will the project manager be on site every day?

- We have several project managers who will all be involved during the project, and a project manager will be present at the beginning, middle, and completion of each stage of the project. They will not be there all day on a daily basis, but on most days, there will be a project manager present for any significant aspect of the project.
- Tyler, who's our General Contractor, is lead on all our projects and handles the scheduling and coordinates the installers.
- Ryan is our project manager in the field and manages the daily activities of the projects.
- Mike, who's our master builder and owner of Gainesville Kitchen & Bath, manages the meta-activity of all our projects, and steps in where needed.

Who will walk us through our design and selections?

- A Designer will be assigned to the project and will help with the design by creating a 3D rendering of the proposed floorplan using our 2020 3D design software. The Designer will also help choose all the selections directly from our showroom, or online resources.

When do you need my product selections?

- All selections should be confirmed by the time a contract is signed.
- As soon as possible, the sooner the better, no time like the present, etc.

What happens if the selections are not confirmed?

Frequently Asked Questions

- The project cannot be scheduled until the selections are confirmed.

How do you handle allowances for products?

- If selections are not confirmed ahead of time, then “Allowances” will be provided based on the overall budget of the project.
- Allowances are based on a typical remodeling project that’s similar to the proposed project, with the ‘average cost’ for each selection used as the allowances.

Is the contract separated by scope of work with a cost breakdown?

- The overall contract is based on the total work being performed and materials provided and includes an ‘all-in’ price at the end of the contract based on that total scope of work and materials provided.
- The scope of work is separated by line item for each individual step of the project, however the cost is not broken out per line item, as the total cost is based on a complete project provided by Gainesville Kitchen & Bath.

What payment schedule will you use (deposit, regular payments, percent of completion payments, other)

- We do deposit upon signing the contract, which is 50% of the total contract value.
- Each successive payment thereafter is based on a percentage of the contract value (ex: 25%, 15%, 5%, 5%), and payments are based on sequential completion of each stage and will vary based on the overall complexity of the project.

Do you ever experience delays, and how do we handle that?

- Yes, it is possible to experience delays, but this is not typical on every single project.
- When we do experience delays, whether directly in our control or outside of our control, we always communicate this directly to the customer with a detailed explanation of any additional time and/or cost involved in addressing the situation.
- Things that could affect the timeline include manufacturer deliveries and delays, product availability, contractor delays, unpaid invoices by customer, unexpected challenges in the field such as required corrections / repairs / or updates to plumbing / electrical / structural, etc.

Is Everything Included in The Contract?

- **Rule of Thumb:** If it’s *Not* written in the contract, then it’s *Not* included in the contract. Meaning, if the words are not in the signed contract for the materials and scope of work in question, then the materials or scope of work in question are not included in the project.

Frequently Asked Questions

May I have a list of references for comparable projects you have recently completed?

- Yes, upon request.
- We also have several resources for public reviews, including Google, Yelp, Guild Quality, Facebook, Instagram, and Gainesville Word of Mouth.

