

An Overview of Design and Construction Activities

Design Assessment and Inventory

An associate will contact you to set up a meeting, which is called an assessment. This assessment will last approximately 1-1/2 hours and will consist of a 4 to 5 person team.

The purpose of this assessment is to obtain a complete inventory of the existing window and door sizes. They will inspect your home's heating, air conditioning and ventilation system, and visually check the quality and quantity of insulation in the home. The team will need access to all rooms, closets, attics, crawlspaces, electrical panels, and furnace locations.

While the team is gathering all the information they will also be creating a floor plan to show a schematic layout of the home. Every home is different and not all rooms in a home will receive acoustical treatments—such as garages, screened or covered porches, patios, attic windows, and breezeways. At the same time the homeowner will be given a choice of styles, colors and finishes from our window and door selection forms.

After all information is complete the team will set up a second visit a few weeks later. At this visit the homeowner will be presented with the acoustical design package to review, and any questions related to the treatments can be answered. This visit will last approximately 30 minutes to one hour. The homeowner will be asked to sign the design package to indicate their acceptance of the recommended treatments.

Measurement Walk-Through Visit

Following the award of a construction contract and prior to the start of construction at your home, the contractor and C&S field inspector will walk through your home to conduct a pre-construction review and confirm measurements for ordering windows, doors, electrical, and heating, ventilation and air conditioning (HVAC) equipment.

Construction Start Date Notice

About 8-10 weeks after the measurement walk-through you will receive written notification of the anticipated date construction will start at your home. To allow you time to make necessary preparations, C&S will schedule a pre-construction visit to take place at least 48 hours prior to construction.

Pre-Construction Visit and Homeowner Preparations

Two days before construction begins at your home, you will be assigned a C&S field inspector who will serve as your primary contact. The contractor and field inspector will visit your home to inform you about required preparations for construction. The field inspector will be responsible for coordinating and approving the contractor's work at your home.

What to Expect

As with any construction process, you can expect some degree of inconvenience. Although the contractor will strive to perform the work with as little impact to you as possible, sometimes disturbances cannot be avoided. We ask that you be patient during the sound insulation of your home.

Construction Begins in Your Home

Construction on your home will typically be completed in 10 working days.

A working day is considered any weekday, Monday through Friday, except holidays, from 8 a.m. to 5 p.m. You will be required to make your home accessible to the contractor during this period of time. Please be advised, you or your representative (an adult, 18 years or older, who can speak on your behalf), must be present in your home during the construction phase.

During the treatment of your home, the contractor will be responsible for the following:

- Proper display of program identification at all times.
- Use of drop clothes and runners in construction areas and along access routes.

- Securing exterior wall openings daily with the installation of a door or window.
- No overnight outages of electrical power or heating.
- Temporary heat when required.

Final Inspection of Your Home

Although inspections will be performed a minimum of twice daily by the C&S Inspector, a final inspection of your home will be conducted after all of the doors, windows, insulation and HVAC equipment have been installed. The C&S field inspector will perform the inspection ("punch list") of the work.

Acceptance of Final Inspection

When the field inspector is satisfied that the entire scope of work has been completed, including any work identified on the punch list, your home will receive a final acceptance letter. Your participation in this close-out process is encouraged, but not required.

Warranty Information

You will receive a warranty package upon completion of construction. The work includes a one-year workmanship warranty on all program installations.

During this one-year period, C&S will act as a clearinghouse for warranty-related requests for any repairs or services at your home. C&S will investigate your requests and contact the appropriate contractor for your repair or service.

After this one-year period, you will be instructed to contact the manufacturer or the manufacturer's service representative directly for any warranty issues.

A listing of key contacts for each manufacturer will be provided in each warranty package.

