

Q1 – Why should I choose Regents for my renovation?

Regents Renovation has concentrated solely on residential renovations in the greater Atlanta area since our inception. We have been in business for almost 10 years and even during the building boom we did nothing but renovations. Many 'so-called' remodelers working today are former custom home builders, track-home builders, or even commercial builders (condo's, apartments, etc.). They do not have the experience in estimating, communicating effectively with homeowners and most importantly dealing with all the nuances that come with remodeling older homes. We like to think anybody can build a new home – you just follow the blueprints given to you by the architect. Most of the time new home builders were just building the same home over and over. We have completed hundreds of renovations, some on homes up to 100 years old, and each home is unique. We have encountered numerous issues and challenges inherent in renovations, and know how to adapt and come up with creative solutions, without using these obstacles as excuses to blow your budget and timeline!

Q2 - How close do you stay to time lines and budgets?

The budget and a reasonable time frame are stated in your original estimate and contract, which is signed by all parties with copies provided before the start of any project. There is an Act of God provision in the contract. Construction during a tornado is not only dangerous, but not likely to produce a good finished project, but check with our references and you can see for yourself if it's not due to nature or outside forces, we do what we say, when we say.

Q3 - How are payments made, and when are they made?

Again, these terms are broken down in the contract based on progress with a completion date included. Typically we take a deposit of 50% to lock in your start date on our calendar and the rest of the payments are determined beforehand, based on the size of your job. Once the work is completed to a pre-determined point, a pre-determined payment is made, with final payment due upon completion. On smaller jobs, usually those taking less than a week, we require payment of the balance upon commencement of work.

Q4 - How many of your customers come from repeat business, or from referrals from existing or previous customers?

We are very blessed to say that the majority of our business comes to us as referrals from customers we've performed for in the past. As you will see when you check our references, there is a reason for such a loyal client base.

Q5 - What about permits?

Depending on your location and what is being done, a permit might be required or it may not. If a permit is required for your project, we will obtain the permit, handle all inspections, make sure everything is built to code, and that the project and process satisfies all requirements to the letter of the law.

Q6 - What should I be asking my contractor?

A few key questions to ask could be: "How long have you been in business?", "Have you ever done a project like this one, if so tell me about it?", "Do you have insurance?", "Who does the work; you, your employees, or is the project completely done by sub-contractors?" With years of experience under our belts, we are happy to provide all of these answers, and provide references if need be.

Q7 - What about materials?

Important finish materials to be supplied by us will be specified in your estimate. We will provide you with the quantities and specifications of all materials to be supplied by you, the customer. Substitutions are sometimes unavoidable (lots of specific tile may run out, and that exact color or texture of material are sometimes no longer available). In these instances we make it clear that an equal substitution will be made upon your approval. If you would like for us to supply finish materials such as lighting fixtures, plumbing fixtures, doorknobs, etc. a budget is pre-determined in your bid to cover exactly what will be spent on them.

Q8 - What is a change order?

A change order is a written statement signed by the customer authorizing the contractor to do additional work not included in the original contract. The change order should be signed before the additional work is started, but often it may not be in order to keep the project moving. The amount specified is due upon acceptance of the change order. A change order also may be written when a contractor comes across any unforeseen damages or problems.

Q9 - Do you warranty your work?

Absolutely! We are proud of the work we do and stand behind it 100% with a written warranty, contained in your contract, for one year on all workmanship. We will also include in your package the manufacturer's warranty on all materials purchased by Regents.