



a division of **THEWESTSIDECOMPANY**

## HOW WE WORK

We are proud of how we work and the results we get for our clients. Over the last five years 93% of the homes we have Designed to Sell have sold within two weeks of their listing date.

We evolved from a staging company into a full-service project management company that oversees your home improvements, remodeling, additions, landscaping, staging, maintenance during listing, inspections, retrofits, and any final work needed be compliant for sale.

For work and repairs, we charge a labor rate that includes our actual labor cost, insurance, and a small overhead percentage that covers our carrying costs of tools and supplies. Customers often forget that a skilled laborer may earn \$12-35/hr, we have over \$250,000 in tools and equipment, storage, and an inventory of new staging accessories and supplies.

We provide estimates, not bids. Sometimes you never know what you are getting into when you start to remodel or improve. So rather than put lots of padding in a bid, we provide realistic estimates of what we think it will cost in time and materials based on experience. We then make any adjustments up or down once the final costing is done. If we are working with a set budget, we report almost daily on our progress and costs and on what adjustments, if any, need to be made to the current deliverables. The good news is we have a 95% accuracy rate and often find savings for our clients. However, there are those times when you just don't know until you start and things can come up. In some cases we may have to adjust our pricing or deliverables. We always discuss this with you.

Our fee includes our time to manage the entire project plus the cost of labor, repairs, materials, furniture and accessories. We don't bill hourly or monthly, rather we just ask for one fee. One of our principals is always present to supervise or oversea any outside vendors. We get estimates from multiple vendors often and manage that process as well to ensure our clients are getting the best work at the best pricing.

All our staging furnishings and accessories are new and available for sale. We don't use rental furniture unless specified and nor do we reuse furnishings from previous jobs. One benefit is that Clients can sell through the inventory for a profit and therefore recoup most of their cost of staging.

We work collaboratively with your broker and support them in any way possible. Whether it is meeting prospective buyers to discuss possibilities for your home or providing costs for different modifications, this is all included in our service. We can provide renderings of how rooms could look using different design styles and colors to give prospective buyers ideas of what may be.

We also engage proactively in promoting the sale of your home. With an "opt In" database of over 500,000 Westside residents, visitors, and people who work on the Westside, we include the announcement of the listing of your home in at least two email blasts within the first two weeks of listing.

We require full payment up front on all estimates and provide progress reports each week, if not daily. This way we are managing your money and avoid any bad debt which ultimately results in increased pricing. We are proud of our track record of very little bad debt and almost 100% customer satisfaction.

We communicate with you daily providing updates and photos of our progress. We find that putting things in writing avoids any misunderstandings and provides a traceable path for clarity if needed.

## INFORMATION FOR MAJOR STAGING INSTALATIONS

### SITE CONDITION

1. There shall be no open trenches on or near job site.
2. Landscaping shall be as close to completion as possible, not to interfere with access to the home, i.e. irrigation systems shall be in place with no open trenches.
3. Direct entry for trucks and installers shall be provided to the home, i.e. paved sidewalks, driveways, and road access.
4. Acid washing of hardscape to be complete or done after install.
5. Accessibility to and from site before and after hours.
6. Operational restrooms shall be made available for use (Port-A-Potty's are not considered Operational restrooms).
7. Client to provide a secure area to be utilized by Westside's installers to stage furniture, i.e. Garage is a typical secure area.
8. If applicable, Validated Permits are required and need to be issued prior to install date.
9. If Certificate of Insurance is required for delivery/installation, Client must request this no later than 1 week prior to delivery date.

### INTERIORS

1. All other subcontractors will have completed their work, including but not limited to: built-ins, finish carpentry, shutters, flooring, paint, countertops and audio/video.
2. All mirrors, towel bars, switch plates, vent covers and hardware have been installed.
3. Electricity shall be provided.
4. Air Conditioning/Heat shall be switched on and fully functional.
5. Home shall be clean and floors protected.
6. Home shall have working faucets and running water.

Client is liable and accountable for the protection of all staging materials, i.e. not limited to: furniture, lamps, bedding, art, accessories, etc. In the event of any theft, damage, or abuse occurring which requires replacement, repair, and or additional labor to complete the work. After initial installation, Client is also liable for any damages or loss to Westside Designs Group's inventory occurring if items are moved or relocated by Client or any moving contractor other than Westside Design Group.

### SALES TAX

The California State Board of Equalization has very specific guidelines governing interior design, rental, purchases, and work performed in staging your home. Until the staging is complete, we cannot determine how sales tax will be applied. It could end up a rental, a staging, or a complete purchase. Sales Tax will be applied once we are certain of what is and isn't taxable.

### ENVIRONMENT

Westside Design Group is committed to the environment and employs green business principles throughout its business.

### AGREMENT

Westside Design Group's Client agrees to pay Westside Company, in advance, an agreed upon fee or fees for:

- a full staging or redesign, which covers the time Westside Design Group spends purchasing props/accessories used for the staging or redesign, time involved for selecting/arranging furniture and, if necessary, arranging for its delivery and removal, organizing and editing Client's personal belongings, plus the administrative costs (paperwork) associated with the staging project.
- a verbal consultation, explaining the methods the Client can use to successfully prepare the specified rooms for showing or to redesign their living space.
- rental and supply of the furnishings and props/accessories/supplies for the purpose of staging/redesigning said Property.
- landscape, painting, improvements and/or repair, as agreed.

These accessories and furnishings will be deemed the property of Westside Design Group. Client may be willing to purchase the accessories from Westside Design Group and upon request we will furnish a price quote. However, this is not required but at the option of Westside Design Group

## REFUNDS

No refunds shall be given if Client asks for removal of staging items after installation.

## OTHER

Client will make the property accessible to the Consultant for staging, consultation, or redesign tasks as well as during the entire staging period. Occasionally Westside will come to check on their inventory to assure it is being maintained and in good condition.

If necessary, Westside will reclaim all accessories belonging to them and make arrangements for rented furniture removal with ten working days if requested by the Client.

## LIABILITY

By implementing home staging techniques, Westside Design Group intends to present said property in a manner which appeals to a wide range of buyers. The services performed are based upon proven principles of home staging. Westside Design Group does not guarantee said home will sell faster or sell at a higher market value and cannot be held liable for final outcome.

## CANCELLATION

This agreement may be cancelled by Client with a written notification (including email) to Consultant 3 days prior to the date services are to begin. If canceled by Client less than 3 days prior to the onset of service or after services have begun, Client agrees to pay Consultant for actual time and materials or \$1000, whichever is greater.

## ENFORCEMENT

If legal action is deemed necessary to enforce this contract, the prevailing party shall be entitled to reasonable attorney fees and any other costs or expenses as they may be entitled. The laws of the State of California shall govern this agreement.