

July 23, 2009

We have just completed a four month renovation project that was managed by Chris Parish of Lagois Drafting and Construction. There were extensive interior renovations including an entirely new kitchen, main bath and custom ensuite. A new interior wall with transom window was added to create an office, new hardwood floors were laid throughout the house, a new stone treatment was done for the fireplace including custom shelving and mantle, patio doors were replaced, a bedroom was opened up to create a light-filled study and the stairs and railings were redone. The renovation design was completed by Lagois Drafting and we chose to hire Lagois Contracting to implement the design since we were impressed with the company during the design phase.

We are very pleased with the results and Chris played an integral role in bringing the renovation from design to reality. We had considered building a custom home, but are very happy that we made a decision to buy a house with good bones and to make it our own by working with a quality renovator.

The key to a project's success is communication. Chris kept us in the loop regarding the progress and planned activities and was always there to listen and act upon our questions and concerns. When he ran into a challenge or surprise during the project he would call right away to ask for our input and politely push for our decision to keep things on schedule. Chris presented recommendations and alternatives when such a situation arose and included any financial implications up front to assist us in our decision making. He had also accommodated our request to rework the original project scope and budget prior to our signing the renovation contract.

There were many trades and material orders that Chris needed to juggle in the project schedule. When warranted, he made decisions on his own to implement fixes rather than doing a total rework and adversely impacting the schedule. The material ordered by Chris arrived in a timely fashion and any problems with the received material was quickly addressed by Chris. The size of the sink originally ordered for the main bathroom had to be changed and Chris was able to get the replacement sink quickly due to his relationship with the supplier.

He also allowed us to complete certain aspects of the project that we felt comfortable doing ourselves like demolition, painting and sealing tiles. He worked us into the schedule and ensured that we knew when things had to be done so that the overall schedule was not impacted. Chris was willing to provide advice on the aspects of the project that we were completing ourselves. He was personable, pleasant to deal with and was a calming influence during the stress and excitement of our renovation.

We felt as though Chris treated our project with the respect that he would give to renovations at his own home and he promoted that mentality in the crew. We appreciated that one of the last planned tasks was to apply the final finish to the new hardwood floors so as to minimize the opportunity for scratches. Chris asked his crew to take care so as not to damage the walls that we had painted.

He wanted to ensure our satisfaction with the overall end result and he pointed out things that he thought should be dealt with. For example, there was a buckle showing in the drywall of our 2 storey foyer. We were going to address it at another time, but Chris thought that it would be detrimental to the overall effect of the renovation. He worked out a budget that we were happy with and we agree that the end result was worth it. He was also right about removing some of the popcorn ceilings adjacent to areas that we were renovating.

Even before the project started, Chris had our dryer vent fixed. It seems like a little thing, but it was greatly appreciated by our family. We hadn't been able to dry our clothes since we had moved in a few months prior. We also made requests during the project for small changes such as the addition of a shelf in the shower niche. This was another seemingly small thing, but Chris' attention to such details was important to us.

He asked his crew to take special care where we had completed our painting and ensured that plastic sheets were hung to reduce dust transfer. The original slate floors were covered with plywood to protect them during construction. Whenever we visited the job site, it was tidy and organized. The site box and safety information were always in plain view. We were doing the demolition of the stair banisters ourselves and he was very conscientious about the timing of this activity so as not to endanger his crew. He asked that we remove the build-up of ice from the walkway in the winter and made suggestions about how to deal with the ice dam on the roof above the front door.

We would definitely hire Lagois Drafting and Construction again and gladly have Chris Parish as the project supervisor.