



## JOB SCHEDULING INFO

***“When is our installation date?”***

***“We need our patio installed on May 13th”***

***“We need our patio installed next week for a party!”***

These are popular questions and topics from our customers. This document is intended to give you some insight into our scheduling process and more details on schedule stability vs. our ability to be accommodating with customer schedule requests.

### **In Short**

We make the same promise to all customers that is

“As best that we can... we complete jobs in the order that customers sign up”

“We can estimate roughly when the start date will be, eg. 6 – 8 weeks out, but that will likely change and thus, we typically don’t give an exact start date.”

We’ll be in touch along the way.... Feel free to call anytime for an update. Please keep in mind that it’s much easier for us if you ask “How many more customers in front of me in line” vs. “What day will you be here?” Due to the nature of working outside, the type of work we do, and the demands and constraints set by customers, giving an exact start date is nearly impossible. Please be patient and understand the constraints we are working with ... we promise to start your job as soon as possible.

If you are concerned about us holding your down payment for an extended period, please call to discuss it with us. We are very flexible. If our schedule is more than 2 months out, we are typically willing to hold a smaller down payment until we start your job.

### **In More Detail**

Scheduling outdoor work with multiple crews and many customers is literally a puzzle that requires adjustment on a daily basis. We make every effort to treat each and every customer as though you are our only customer and likewise, every customer would like to have the ultimate schedule flexibility for us to freely shift your start date to suit your needs. The challenge is that we typically have 20 or more customers waiting in line and we are forced to juggle schedules as best we can to accommodate everyone in line. The estimate that we give you when you sign up is most often wrong! Sometimes we’re earlier, sometimes we’re later --- we’re not proud of it, but we’ll tell you right up front, it’s a moving target and we work with the schedule and with our customers as best as it can be done. Why can’t we give a start date? Why aren’t we always exactly on target?

Here is a rough breakdown of why we can’t give you a start date:

25% due to the work, ie work progresses faster or slower than we planned

25% due to concrete availability

50% due to weather conditions

### **The weather**

Another reason that we are not able to give start dates is due to weather conditions. We assume 100% risk and responsibility for damage due to rain or freezing. In addition, concrete cannot be placed on muddy or frozen ground.

“Every morning we look out the window, check local and national weather forecast and then make our own forecast. If we feel there is a high probability of the weather damaging our work, no work will be scheduled that day.

### **Customer has the final say....**

If you would like us to move forward placing your job even though the weather forecast is outside of our acceptable risk window, that's fine, but you are now 100% responsible for rain damage. We'll ask you to sign a form confirming that you requested us to move forward with the placement. This is a highly unusual circumstance, but none-the-less we like to be accommodating. Since we are 100% responsible for the pour, we ask your cooperation and patience. Let's work together ... we'll get your job completed just as soon as we can....