

What you can expect in the Rebuild Process

Overview

- Covenant wants to put your property back together in a quality and efficient manner.
- Covenant will provide regular updates and progress information through your customer portal on the BuilderTrend software.
- Covenant will assign a dedicated Project Manager to oversee your rebuild.
- Your Project Manager is generally available 8 am – 6 pm, Monday to Friday. Calls and messages after that time may be returned the following day.
- You will need to contact your mortgage company, if applicable, and complete any process to get insurance checks endorsed and or released.

Beginning rebuild

- Before the job can begin, there is a form that will be sent via email so that you can pick one of the rebuild options.
- You will be presented with a contract that has the scope of work and pricing attached.
- You will be asked to provide a deposit. This amount will be 40% of the rebuild job cost.

During rebuild

- You will be asked for progress Billings/draws based on work completed or to order custom items (ex., Custom floors, cabinets).
- Covenant will make every effort to maintain our proposed schedule and completions. Sometimes in construction, things don't go as planned. If this happens, we will notify you and propose an alternative.
- Our normal process is to completely rebuild 3 -4 weeks after receiving your deposit for work. Building materials that have to be ordered are currently taking 3 – 4 weeks. So, if materials have to be ordered for your job, you can expect the rebuild time to be 4 – 8 weeks.
- If requested, Covenant will present you with change orders for any scope changes.
- Any change orders (see Change Order Policies) and credits will be listed in the BuilderTrend software.

Final Steps

- You will be asked to complete a punch list at the end of the project and then sign a completion certificate to turn in to insurance to release depreciation.
- Covenant will file the final documents to release depreciation or final with a mortgage as a courtesy.
- Covenant will present a final rebuild bill at the time of your final walkthrough. Any requests for credits or invoice adjustments must be presented at the final walkthrough in writing.
- Covenant will ask for payment of any remaining balance due upon completion of the rebuild.