FSDF

project process guide

2025

WHAT TO EXPECT

FULL SPECTRUM BUILDERS

Hewett House LLC

Retail Division: Fixtures, Furniture, Lighting, Flooring, & More

FULL SPECTRUM DESIGN FIRM, LLC

DESIGN | BUILD | 3D MODELING

Full Service Interior Design & 3D Drawings

Mary Anne Hewett
CEO, Head Designer, & GC

Melissa Hunt
COO, Financial Advisor

WHO WE ARE
SCHEDULING
OFFICE DIRECTORY
WHO TO ASK?
DO'S & DON'TS
EMERGENCY?
WHAT IS A CHANGE ORDER?
INSURANCE CLAIMS: HOW TO NAVIGATE

It's all inside!



Services

Licensed & Insured

General Contractor
Active in NC and SC
License covers 17 States

Residential & Commercial

DESIGN | BUILD

Full Service Interior Design

3D Modeling & Rendering

Interior & Exterior Services

Kitchen & Bath Design

Windows, Doors, Roofing, Siding

Electrical/Plumbing/HVAC

Painting & Staining, Drywall

LVP, Wood, LVT, Tile, Carpet

Custom Fireplace and TV Buildouts

Designer Wallpaper and Installation

29 YEARS DESIGN EXPERIENCE

realtors

EXCLUSIVE SERVICES

Inspection Report Repairs

Property Staging

Virtual Staging & Design

Maintenance & Repair

Emergency Repairs

Remodel or Build New

builders

EXCLUSIVE SERVICES

3D Models & Renderings of your custom homes

Work with your client to design the interior of your custon home (interior finishes)

Provide all cabinets, countertops, plumbing fixtures, flooring, lighting, wallpaper & more!

business

EXCLUSIVE SERVICES

Interior Finish Products
Lighting, Furniture, Decor

Merchandising

Branding: LOGO,
Marketing Materials,

Maintenance & Repair

Remodel or Build New

From the Beginning...

The genesis of our journey traces back to modest origins in 2006 when Mary Anne Hewett, a licensed interior designer & boutique owner, engaged in design consultations, space planning, and the creation of residential interiors.

The year 2018 marked a pivotal milestone as Full Spectrum underwent incorporation, evolving into the comprehensive interior design & construction firm that stands today.

In 2020, Full Spectrum Design obtained its general contractor's license to build both residential and commercial buildings, allowing for endless possiblities of design projects and setting the trajectory for growth and expansion.

In 2023 Hewett House was launched and in 2024 we officially opened the doors to our new office location and formally introduced Full Spectrum Homes. We take pride in positioning ourselves as a holistic solution provider, catering comprehensively to the needs of our clientele.



HOME OFFICE

business

AFFILIATIONS

BRUNSWICK COUNTY HOME BUILDERS ASSOCIATION
hba

NORTH CAROLINA HOME BUILDERS ASSOCIATION
Building For A Better Tomorrow

NAHB
National Association of Home Builders

BBB ACCREDITED BUSINESS

VACATION RENTAL DESIGNERS

AMERICAN SOCIETY OF INTERIOR DESIGNERS
ASID

Brunswick County Chamber of Commerce
building community and supporting business





Available in Full & Queen
Several Designs to choose from.

Arason
Sleeping places in small spaces



Meet

Maybelline

Door Greeter
Snack Buddy
Chair Hog

And our all-around
LOVABLE
Mascot

Be sure to tell her hello next time you visit our office!

BLUE VALLEY CABINETS

Blue Valley Cabinetry delivers high-quality wood construction with rich details and attractive finishes. Their selection of styles and colors fit the latest in home décor trends, matching any design theme and lifestyle.

Better Kitchens Start Here



Welcome!

Table of Contents

2

OUR CORE VALUES

What drives FSDF?

3

TRAINING CLASSES

We train our Sub-Contractors

4

WHAT TO EXPECT

A quick overview of project flow and expectations.

5

WHO TO CONTACT

Company Directory & Social Addresses

6 & 7

GENERAL INFO

How we communicate with the client, payment & scheduling info.

8-9

RESPONSIBILITIES

Client Do's & Don'ts

10

INSURANCE CLAIMS

How to Navigate

11

3D MODELING

See It Before You Build It!

12

KEEPING IT CLEAN

Construction work can be messy...

13

SAFETY & WRAP UP

Being safe and what to expect at the end of your project.

Information contained within this package is subject to change without notice.

OUR CORE VALUES

OUR TOP 5 CORE VALUES

1. Integrity
2. Honesty
3. Fairness
4. Trustworthiness
5. Positive Customer Experiences

***We are committed to providing exceptional customer service.**

***We strive to ensure our quality of work is the best in the industry.**

***What we say and agree to is what we do.**

***Our goal is to complete every project on time, minimize rework, and to keep our job sites clean.**

***We treat our sub-contractors, clients, and other individuals visiting the job site with the highest level of professionalism and courtesy.**



SUBCONTRACTOR TRAINING

Bi-annually, we allocate dedicated time to engage with our subcontractors, organizing collaborative sessions that involve comprehensive discussions, a sociable cookout, and a detailed review of operational procedures.

The objective is to reinforce adherence to our established policies, refine technical skills, and collectively strive for excellence to guarantee the timely and professional completion of projects.

Our aim is to foster alignment among subcontractors, cultivating a shared commitment towards crafting aesthetically pleasing designs that not only enhance our collective standing but also contribute to their individual reputation-building.

This initiative serves to elevate team morale, optimize project workflows, and foster a collaborative ethos, ensuring the delivery of superior final projects.



An Overview of What to Expect When Working With Full Spectrum Design Firm, LLC

1 Initial Consult



We visit your home, office, business, or empty lot to discuss the scope of work. Is your project construction or design related? Or, both? We may make several visits to gather information that will assist us in estimation.

We take measurements, pictures, notes, and ask general questions about the project.

2 Estimation



Before we sign a contract, we do our best to give you an idea of how much your project will cost. This is a ballpark figure. Specific costs can be determined once we contract with each other and begin the planning phase.



For an additional service fee, we create 3D drawings to help you visualize your project before we begin.

3 The Contract & Payments



After finalizing the estimated project cost, signing the contract, and receiving your initial deposit, we will proceed with the planning phase. This involves selecting all products, fixtures, and finishes to shape the final design plan and determine a more precise project price.

Once the project commences, any modifications to the agreed scope of work must be communicated with FSDF office personnel. Change orders will be approved and implemented to maintain clarity and efficiency. Additionally, a payment schedule for upcoming installments will be presented at the project's initiation.

4 Permits, Materials & Products



Time to kick off your project by applying for appropriate permits, and placing material & product orders. Keep in mind these activities take time to process and will require organization and scheduling. It is important that materials be on-site before construction can begin.

5 Subcontractors & Work Zones



Subcontractors are supplied with work orders pertaining to your project. They are to only perform the work on those orders. While the work zone is active, please refrain from walking through, or touching items in the zone to keep safe from injury.

If questions arise while workers are on-site, please call the office at 910-754-4353.

6 Walk-thrus, Punch Lists, Warranties



At anytime, a representative of FSDF may perform walk-throughs of the project to ensure quality of work.



As the project nears completion, a punch list will be created based on a client-specific review of the project to tidy up any missed items or loose ends of the project. Once complete, FSDF will issue a Certificate of Warranty, as well as provide warranties and manuals for materials or products purchased for client's records.

COMMUNITCATION
WHO TO CONTACT

If there are any questions or concerns you have during your project, please contact our office at any time during our office ours hours from 9 am - 5 pm M-Th and 9-3 Fri, so we may direct you to the correct point of contact and get you the help you need.

Design, Product, Estimates, and Invoices -
Laverne Maxime, Design Director: 910-754-4353 Email: Laverne@fsdf.pro

Scheduling & Project Management needs -
Melissa Hunt, COO: Office: 910-754-4353 Cell: 10-233-7822 Email: Melissa@fsdf.pro

General Contracting -
Mary Anne, CEO: 910-754-4353 Email: MaryAnne@fsdf.pro

For all other general questions & concerns-
Amy Walker, Administrative Assistant, 910-754-4353 or Email: Amy@fsdf.pro.

Office number - (910) 754-4353
Office Email- Info@fsdf.pro

After hour emergencies-
Text or call Melissa at (910) 233-7822

638 Ocean Hwy W. Supply, NC 28462

910-754-4353

Info@fsdf.pro

fsdf.pro
hewetthouse.com
fullspectrumbuilders.pro

www.facebook.com/fullspectrumdesignfirm

www.youtube.com/fullspectrumbuilders

www.instagram.com/fullspectrumdesign

ELEGANT FURNITURE & LIGHTING

Signature COLLECTION

Richelieu Hardware

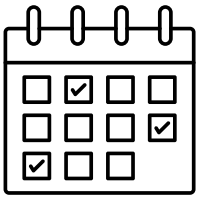
General Information



ESTIMATES: Estimates are done by line item for every portion of your project. If you do not see something on your estimate that we have spoken about in planning, please bring this to the attention of the office. There are many moving parts to every project and we may overlook something. If it is not on your estimate, then we have not charged you for it and the work will not be completed.



PROJECT HOURS: Regular business hours M-F 8am-5pm. After hours and weekend work will be charged at an additional costs. After hours work requests will result in an additional fee added to the overall cost of the project.



ARRIVAL WINDOW: Please give subcontractors a 1 hour arrival window cushion for issues that may arise that are beyond control such as traffic delays and weather inconveniences.

GAPS IN SCHEDULING: There is the possibilityof gaps in the schedule due to subcontractor availability, unforeen circumstances, sickness, death in the family, product/material supply chain issues, or forces outside the control of FSDF.



TIME SPECIFIC: Scheduling is sometimes tricky to pinpoint specific completion dates for specific milestones within your project. We will do our best to give you the best case scenarios for completion dates.



PERMITTING: Due to the fast-growing pace of the Cape Fear region, the Permitting and Building Code Enforcement offices are overwhelmed and move very slowly. We do our best to stay ahead of permitting, as it could slow the start or continuation of a project down by 2 or more weeks. Additinally, we schedule inspections as soon as possible to get on the list. Unfortunately, we are at the mercy of the inspector's schedule and when they are able to get to the jobsite. FSDF will do its best to notify clients of any changes to the sub-contractor's or project schedule due to permitting and inspection delays.



CLIENT INPUT: From time to time, FSDF will need to reach out to clients for decisions on fixtures, finishings, materials, etc. and we ask that said decisions be made in a timely manner within no more than 3 days time between intial contact from FSDF to the client. This will ensure a smooth process on client projects without delay.

General Information



EMAILING: Emails will frequently be sent to clients for communication on their project, and we ask that all clients are diligent in checking their emails as to not miss anything important or cause delays to their project(s). We use emails as a way to track communication between our office staff and clients, and makes for a great timeline for a quick resource of pictures, products, floorplans, and ideas pertaining to your project. If you are not email savvy, please let your Project Manager know so we can communicate and share items with you in a different way.



PAYMENT REQUESTS: FSDF will make every effort to ensure that clients have a reasonable heads-up before payments are due for their ongoing project(s). Please be ready to receive notification of payments needed and have funds ready during the ongoing process of your project until completion.

Payments should be made to Full Spectrum Design Firm, LLC
638 Ocean Hwy W Supply, NC 28462. You can pay by paper check, check online through Quickbooks, or for an additinal 4% fee, you can pay by credit card.

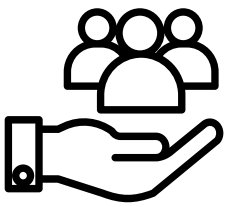
You will be provided a payment schedule based on your projects scope and anticipated length of project. The schedule will be provided within your contract.



MATERIAL ESCALATION CLAUSE: The market for building materials is considered to be volatile, and sudden price increases could occur. If during the performance of this contract, the price of building materials signigicantly increases, through no fault of FSDF, the price of materials needed to complete your project shall be equitably adjusted by an amount reasonably necessary to cover any such significant price increases.



UNFORESEEN DEFECTS: If there are any unknown defects or unforseeable conditions discovered by FSDF during an ongoing project, these discoveries are not included in existing contracts with the client. These are hidden expenses and the cost will be absorbed by the client for FSDF to remedy.



HERE TO HELP: We are always happy to talk with you about your project or answer any questions you may need. If you need to contact the project coordinator, or the office, please do so within normal working hours. If you text or call after-hours, you may not get a response until the next work day. Excessive calls and texts during after-hours or during your project in general, may result in additional administrative costs.

Responsibilities

Do's & Don'ts



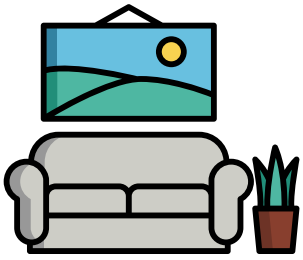
CHANGE ORDERS: If there are any changes to be made to a project, subcontractors have no authority to change or add to the existing scope of work based on the contract signed by the client. Any changes to be made will require a change order that is to be signed by the client and FSDF before work continues on the existing project.

Please be diligent in asking for a change order in a timely manner so the FSDF office staff can draft the change order quickly so the project will not be on pause for longer than necessary and to ensure a smooth process for all involved.



FSDF has ownership to manage all aspects of the project from start to completion. No other parties can manage the project without the use of a change order, including clients. This includes clients who may want to make last-minute changes to their projects. If product has already been ordered, FSDF will not pay for any restocking fees, product pickup fees, or any related costs associated with the return of items due to last-minute changes per the client. In most cases, special order products are non-returnable to the vendor.

Please refer to your contract under CHANGE ORDERS & RETURNS for further information.



PERSONAL ITEMS: Clients must insure that all furnishings, wall hangings, rugs, and personal Items need to be moved from the construction zone or stored during your ongoing project. It is the subcontractors responsibility to clean and dispose of trash and residues left during the ongoing project, and at completion. Clients must ensure the construction area is clear of all client-owned items before start of construction. If the construction crew must move any Items, there will be a cost absorbed by the client.



ACCESS & SECURITY: FSDF will be allowed free access to the obsite for workers and vehicles and will keep clear the driveway for movement of materials and workers. When a jobsite is unoccupied, FSDF may use cameras to provide jobsite surveillance, especially in unoccupied homes or empty lots.



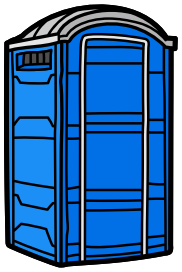
CUSTOMER'S OWN MATERIALS: Clients must inform the Design Director or Project Manager about any self-purchased materials for approval during the planning phase. Approved materials should be clearly labeled and stored visibly on-site, away from the construction zone to avoid damage. Clients are responsible for any damages if these guidelines are not followed.



STORAGE OF MATERIALS: There must be a designated storage area for FSDF to store materials during construction. This must be a secure area and not impacted by weather. If any area cannot be provided, the client accept the cost incurred In providing onsite mobile container storage.



DUMPSTER: We manage the dropoff and pickup of dumpsters. Dumpsters should be placed in an easy to load and unload area that is on the dirt if possible. Dumpster delivery and retrieval can leave marks on concrete drives. If you feel a dumpster needs to be pulled for a dump or removed entirely, please call our office. If the dumpster company is contacted directly by the client too early, there will be fees incurred by the client for another dumpster to be delivered or for debris removal in any form for an additional cost related to removed debris.



PORT-O-JOHN: If you do not have an on-site restroom facility for our subcontractors to use, we must provide a port-o-john. Please inform the office or Project Manager the location you prefer the toilet to be placed. It must be in an area that is easily accessible for the truck to come clean the toilet on a bi-weekly schedule. You can also put this information on your Readiness Checklist.



MUTUAL RESPECT: FSDF requests the client treat our staff and our subcontractors with the same respect as the client would want to be treated. It is within the rights of FSDF and subcontractors to place a hold on any job if the client is disrespectful and creates a hostile work environment. This will cause delays in the project and will cause a need to reschedule subcontractors to come back to your job. Client understands this rescheduling will be an additional charge which will be based on the effort needed to reschedule the subcontractors.



PROJECT MANAGEMENT: FSDF has ownership to manage all aspects of the project from start to completion. No other parties contracted or otherwise can manage the project. FSDF will not be responsible for any project delays caused by the client or individuals associated with the client who attempt to undermine the management of the project. If delays are caused by the client which inturns delays the project, a minimum $250 fee will be charged for the adminsitrative time to reschedule deliveries, subcontractors, etc.

Insurance Claims

HOW TO NAVIGATE

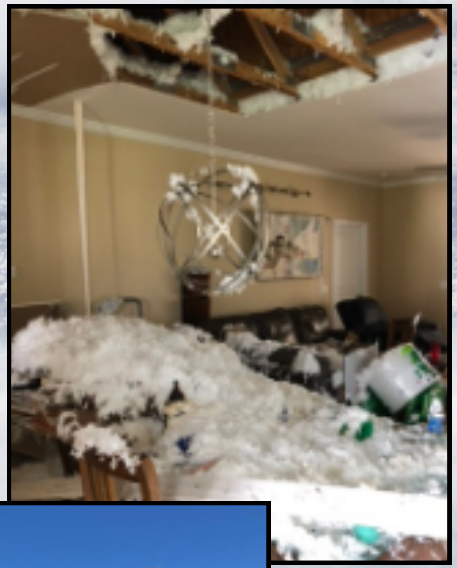
We understand that weather events and accidents happen. It's how you deal with your insurance company that matters. We have experienced insurance professionals on-staff to help you navigate your claim and ensure you get the most money for your repairs or replacement. We advocate on your behalf with the insurance company to provide pictures and supplements that help you get what you deserve. As we work through your claim, here are a few things to keep in mind:

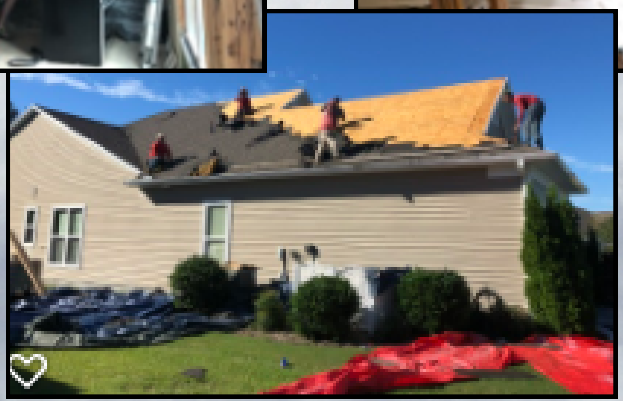
1. Client will sign a Release of Information form to give permission for a FSDF representative to communicate with your insurance company.
2. Client will provide a copy of the Statement of Loss (SOL)
3. FSDF will fully explain the necessary repairs needed for your home and help you understand your Statement of Loss
4. If you would like to make any changes to your home while insurance repair work is being performed, we will be glad to talk with you and provide you a separate estimate for that work.
5. FSDF will gaurantee all work performed.
6. FSDF can not gaurantee that your insurance company will give you the required amount to fully repair or replace your damaged home/items.











WE HELP
YOU SEE IT
BEFORE WE BUILD IT!



Floorplans & 3D Drawings
Exterior & Interior

We help visualize our custom home designs so clients can see it before it's built!

One room to full home design. Great for Kitchen & Bath planning.

Building it in 3D is a more cost-effective way of making changes before construction begins.

3D drawings are a great tool to illustrate custom feature upgrades, build-outs, and focal walls.









3D Renderings of a Full Spectrum Builders' Custom Home



KEEPING IT CLEAN

Construction work is messy and dusty and we try our best to cause the least amount of inconvenience as possible. It is our suggestion, if you are able, to move out of the home or workzone until work is completed.

We take precaution to cover and protect furniture, flooring, walls, etc., but cannot promise dust or damage will not occur. It is hard manuevering in a room full of precious belongings.

Due to the nature of our work, we may use products that have unusual odors such as, but not limited to, drywall mud, paints, adhesives, solvents, cleaners, or construction materials. Windows and doors can be opened to help offset the smell or fumes.

Loud noise from hammers, drills, saws, and other electrical equipment can become overwhelming if you are inside the home or near the work area. Please understand, this cannot be helped.

<u>Services available at an additional fee:</u>

Moving contents out of project area or entire house to an offsite location or an onsite storage container. Moving contents back into the house after project completion.

Full end of project construction cleaning.

fabuwood KITCHEN CABINETRY
touchstone
ACCENT DECOR
WINDLASS COLLECTION
JAIPUR LIVING





All About SAFETY

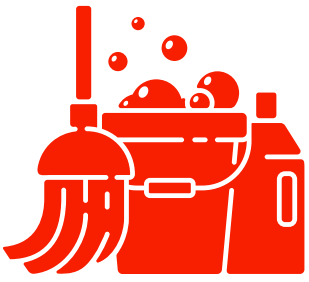
We do our best to ensure the safety of our clients during the construction process. Once construction begins, we ask you to limit your time in the construction zone to avoid injury. Your Project Manager will be happy to provide you updates and walk you through while construction is not in progress. Work may temporarily stop if you enter the work zone and it is not safe. Please also refrain from touching any portion of the project, i.e. wet paint or wet drywall mud, as to keep our subcontractors from performing rework due to hand prints.

Where we Work....

Let us know your readiness checklist where we should cut, prepare materials, and wash tools, paint brushes, hands, etc.



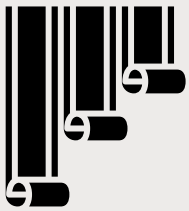




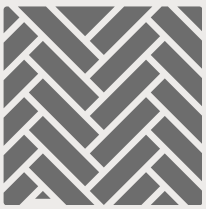
Warranties, Product Manuals, Client Specific Leftover Materials



After your project is complete, we will provide you with our Certificate of Warranty, any product manuals or product warranties, and leave behind client specific items, such as opened boxes of tile, or leftover custom tinted paints, walpaper, etc.







HAVE YOU COMPLETED YOUR CLIENT READINESS CHECKLIST?

The Readiness Checklist prepares our teams for working on your project and at your property. We ask questions such as, where should we park? Where should we cut wood or other products? Are you in an HOA and what are their rules? If you have not yet received yours, please contact our Design Director and she will provide you with this form. Please fill it out and return to the office so your project can be properly planned and executed. Thank You!!







daltile

floridatile

SOUTHEASTERN TILE CONNECTION

FULL SPECTRUM DESIGN FIRM, LLC
DESIGN | BUILD | 3D MODELING

Hewett House LLC

FULL SPECTRUM BUILDERS

THANK YOU

For being a valued client.
We look forward to bringing your design visions to life.







BLUE VALLEY CABINETS

PRIDE INDUSTRIAL LLC
DECORATIVE, FUNCTIONAL HARDWARE & MORE

NOTES