



radius
renovation group

Radius Client Process

Radius Renovation Group looks forward to working with you on your upcoming renovation projects. This document outlines our process for serving our clients, and what you can expect from our project management team.

STEP 1: Let's Talk – Set up a phone call with a senior manager at Radius who will ask questions about your business and your investment strategy and states that you invest in to determine if we are a good fit to serve you.

STEP 2: Documentation – We will set up a client profile for you in our system, collect documentation from you on your investment locations, material specs, policies and procedures, contact information, invoice and payment process, and any other pertinent information.



RadiusRenovationGroup.com

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STEP 3: Pilot Project – Estimate

1. Email: service@radiusreno.com with the property address, lockbox code/access information, utility status, any inspection reports, what you know about the property and what your strategy is for it (buy and hold, fix and flip).
2. Include the contact information of any local representative that we may need to meet at the project.
3. A Radius project manager is assigned to your project and will introduce themselves to you.
4. We confirm receipt and let you know if we can accept the project.
5. We assign contractors and collect photos, documents, estimates. We will also research if any permits required and will include the cost in the estimate.
6. We create a line itemed scope of work and provide you with online access to review the estimate and photos, or we will email these to you via: service@radiusreno.com.

STEP 4: Pilot Project – Approved

1. When ready to approve the estimate, we will send you a contract outlining the scope of work, change order process, terms and conditions, and payment schedule.
2. Send final signed contract to: service@radiusreno.com.
3. Radius will generate a deposit invoice to send to your designated accounting contact.
4. Send deposit to: Radius Renovation Group, 227 E. Downing St., Ste 6, Nixa, MO 65714, or we can provide ACH information to send payment. Depending upon the size of the project, a progress payment may also be requested.

STEP 5: Pilot Project – In Process

1. Radius will schedule the project, ensure permits are pulled (if necessary) and provide an estimated completion date.
2. We will enter an estimated schedule of work in the project calendar in our online system.
3. We will provide weekly updates and communicate with you about the project either directly through the messaging functionality of our online system, or via service@radiusreno.com.
4. If any change orders are needed, your project manager will review these with you and an additional signed approval will be required. ****NOTE:** Please do not decide upon any change orders with onsite contractors. All project communications and



change decisions are required to go through Radius, with formal signed change orders required before work proceeds.

STEP 6: Pilot Project – Completion

1. A QC checklist and final photos are completed and uploaded.
2. If needed, Radius will arrange a final walkthrough with your local representative.
3. If needed, Radius will arrange for an independent 3rd party inspection.
4. Upon satisfaction, we will send you a final invoice. We request prompt payment.

REMEMBER – Your Radius project manager is your primary contact throughout the lifecycle of each project. Any communication with onsite contractors that impact the scope of work or change orders must be discussed with Radius as these impact contractual obligations.

We look forward to establishing a long-term relationship with you,
your team and your company.

Thank you for choosing Radius Renovation Group!