

LANDSCAPE DESIGN & CONSTRUCTION



BRIGHT HOME LANDSCAPES

SPECIAL OFFER FOR OUR READERS AT THE END!



TURN YOUR YARD INTO A LIVING SPACE.

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CHOOSE A CONTRACTOR

OCTOBER 2023



Verify the license with CSLB

CSLB is the California Contractors State License Board and ensures that the contractor is operating within legal requirements such as being license, bonded, and insured. Making this your first step will save you a lot of headaches in the long run!

[Check A License - CSLB \(ca.gov\)](https://www.cslb.ca.gov/)

Do you need help?

After years of providing excellent service in landscape design and construction to our homeowners in the greater Sacramento area, let us help you narrow down your search. Here are some tools to guide you in your research in choosing the right contractor for your project.



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Testimonials & reviews

Any contractor that has been in the business for long enough should have reviews and client testimonials for you to refer to and gain insight from in your research. To be fair, reviews are opinion based, so make sure you read more than just the worst and the best. Also, keep an eye out for repeating themes among those reviews. Google and Yelp are the two leading websites that will aid you in your snooping!



OUR REVIEWS

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Knowledge & expertise



When a contractor comes out to your property to discuss construction and your scope of work, you should be presented with knowledge regarding the specific installation methods that will be needed, any concerns that site conditions raise, and plenty of options for material choices with an explanation behind why those materials would be preferred. It is important to choose a contractor that is familiar with material options available to your region so products can be recommended that fit within your style, budget, and desired finish.

Keep in mind, it is okay to install work in phases to fit your budget and schedule. It is very important that the contractor you are considering working with has a comprehensive understanding of the installation and site conditions of your property. Installing elements out of order can affect the following: regulatory compliance, cost efficiency, and quality.

We often times experience homeowners calling our office with half finished, or incorrectly installed, work that now needs to be completely redone to achieve the desired finish. Working with one contractor from start to finish is always recommended because it will limit miscommunications and timeline delays and increase accountability and efficiency of installation.



Customer service

Assessing a construction company's customer service is an essential step before engaging in a contractual relationship for a project. Here are some ways to evaluate their quality of customer service: responsiveness, communication skills, transparency, knowledge and expertise. Companies that have a dedicated office staff will usually be a lot more responsive than a one man show, especially if you are a client that would benefit from a bit more support.

At appointments, make sure the contractor or company representative provides you with clear and concise information about what to expect regarding your scope of work.

Pricing

Before you sign a contract for anything, make sure you fully understand the extent of the work and the pricing associated. If you are signing a contract for construction, every element of installation should be clearly addressed and explained with an itemized breakdown accounting for pricing. If you are signing a contract for design, you should expect a clear timeline of when to review and receive the draft, and pricing clearly reflected.



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Design style & aesthetics

Most companies will have images of their work posted online to view and that is a great way to determine if their design style fits with yours. Does the company offer client specific designs? Are their prepackaged designs fitting with your style? Have they asked you enough questions to help assist in determining your style and what materials will best reflect that? Have you been informed of site conditions that will affect the scope of work? Make sure the contractor supplies you with the necessary information for your project.



OUR DESIGNS

Right to cancel project



In California, you are legally allowed a 3 day right to cancel a home improvement agreement and receive the deposit back in full. In addition, it is important to note that a contractor has the legal right to cancel a contract in cases where the scope of work has changed beyond the company's accommodations, conditions on site are unsafe, the appropriate permits haven't been pulled, or the contract has been breached by a lack of payment.

Warranty and accountability



Ask the important question-- what is my warranty with this installation? Most reputable contractors will have a list of their warranties associated with certain aspects of installation and craftsmanship guarantees. Do not be alarmed if you see that concrete is not on their list of warranted items, as most contractors will exclude that; concrete has a mind of its own and even the best installer will encounter concrete that doesn't settle the way that it should.

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| Good, fast, &
cheap

Even the most discerning homeowners can find themselves in the precarious position of seeking work that is good, fast, and cheap. However, achieving all three is rarely feasible. Instead, prioritize the two factors most important to you. For instance, you can have a high-quality, smooth installation, but it won't be budget-friendly. Alternatively, a fast and inexpensive job will likely compromise on quality. Avoid setting yourself up for disappointment by searching for the elusive option that delivers on all three fronts. Remember, the principle of "good, fast, and cheap" serves as a reminder that trade-offs are inevitable when balancing quality, speed, and cost.



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