

**DESIGN**

**LIVING**

**COLOUR**

**COMFORT**

**FRESH**

**STYLE**

**PRACTICAL**

**WARM**

**MY HOME!**



# The way we live

Design can make or break a property and we understand that your house is a home, so during the concept and detailed design stages we help you consider what will improve your living experience taking into account the space, functionality, design and style. Refresh are all about future-proofing homes with stylish, practical improvements that will serve homeowners for the long-term and add value to your home.

# Design and build

Design and Build is a term that refers to our integrated design and construction process. It's a smarter way to work, as it helps to ensure your renovation will fit within your budget. Many architects create their ideal design without considering the actual cost implications to a client. The Refresh process leaves no room for confusion, with one point of contact running your entire project from design to build it ensures your original vision is achieved at the build stage.

# Time and money

The benefit of working with Refresh rather than a sole builder is that we are able to invest in better processes and systems that are more efficient, reduce costs and improve your experience. Along with cost-effective management of labour, our processes and systems reduce the risk of mistakes, meaning less time and money wasted making fixes and repairs.

# Planning and design

Refresh Renovations place planning and budgeting at the forefront of every project. A Renovation Specialist will be your one key point of contact throughout the various stages of your home's transformation. We believe great design equals better quality of life, but we also know that your budget is just as important. So, by starting with planning, your Renovation Specialist will set a clear direction, timeline and agree on a budget with you from the get-go.



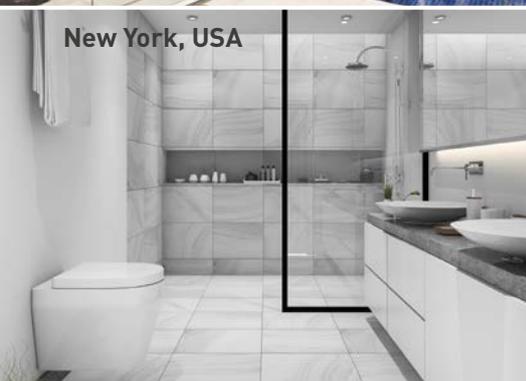
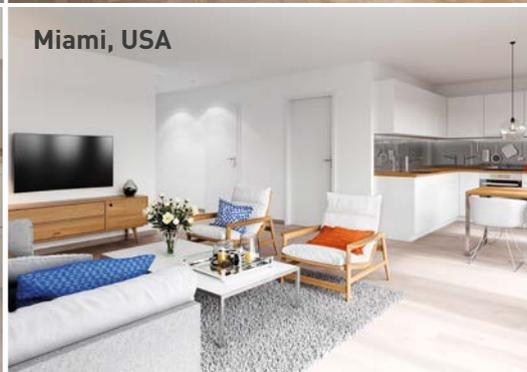
# Global know-how

There are many benefits to partnering with a large specialist renovation company like Refresh. With a presence in USA, UK, Australia and New Zealand, our Renovation Specialists have the collaborative knowledge and skills of building and trade experts across the globe. The specific networks, systems and processes needed for renovations are vastly different from those required to build new homes, so this is what we built our global foundations on.

As the world's leading renovation builder and experts we also publish and globally distribute the Renovate Handbook - the world's premier renovation resource. The Refresh presence around the globe means we are constantly collecting knowledge of different building styles, trends, methods and materials to suit every individual. We not only share this knowledge with our teams but also through Renovate magazine showcasing real-life case studies, helpful advice and inspirational homes.

You've probably heard the renovation horror stories - when the costs spiral out of control, the money runs out and the project is left half-finished. Keeping everything to budget is one of the key benefits of using Refresh and because of our project management systems, wide network of subtrades and thorough five stage process, things rarely go wrong. Our unique process means the construction team is involved at a much earlier stage than during regular build processes, so you'll know what your project is going to cost.

And, if things do go wrong during a Refresh renovation, our teams are quick to put things right, getting the project back on track. Refresh is a team that you can trust, no matter where you are.



# Why choose Refresh?

## We have the best tech

## We're the biggest

## We're the favourite

When you partner with Refresh, you'll have the benefit of your Renovation Specialist's knowledge and experience, hugely reducing the chance of errors and going over budget, which often happens when you split project management over different stages of projects. Your Renovation Specialist not only deals with all design decisions but also all subtrades and local authorities involved throughout the stages of your renovation. They will stay in constant communication with you, tracking and managing the project to ensure it stays on brief, on budget and to the highest standard.

Refresh works smarter, from design and concept to the actual construction and finishing touches. We use Refresh Control, a business management system that keeps control of costs, time, materials and labour on each project, our industry-leading technology that keeps both tradespeople and clients well informed of changes and progress. Pairing our smart management system and unique process, with a Refresh Specialist to manage projects and relationships has proven the most effective way to ensure a smooth renovation.

With teams around the world, Refresh Renovations are constantly growing in size and scale. We have completed thousands of renovations and with hundreds of Renovation Specialists worldwide who work solely on renovation projects we're a team you can trust. Because we're big, we also have competitive group buying power on materials and labour meaning lower costs in the long run.

More people choose Refresh in more countries, than any other renovation builder. We have become the preferred Renovation Specialists in the industry because of our undisputed project management systems, unique process, and high level of professionalism. It is for these same reasons that tradespeople also prefer to work with Refresh. Good management and quality control isn't as easy to come by in the often chaotic world of renovations.



# Our proven process

Our unique Refresh Process delivers a better experience for homeowners that is faster, more efficient and better value for money. We'll keep you informed throughout the entire design and build process - you'll know what's happening each step of the way. With the best project management and IT systems in the industry, our Renovation Specialists run projects to a tighter timeframe with less downtime, providing a smoother and faster renovation.

Tradespeople, designers, engineers and regulators all speak different languages, so your Renovation Specialist is someone who will act as your 'interpreter' throughout the different stages of your renovation. They will explain what's involved, what you should expect, and the pros and cons of different decisions.

Our advanced technology also allows you to login to see how your project is tracking on a day-to-day basis. All our on-site builders and subtrades can login to this system too, sending updates to your Renovation Specialist, uploading photos and videos of progress. It's a fantastic system for keeping everyone involved in the loop. We have even completed renovations when clients have been overseas for the entire duration of the project.

Other building companies and smaller 'one-man-band' builders don't have the same unique process and systems in place as Refresh and try to manage projects haphazardly. This more often than not leads to delays and mistakes, but our commitment to technology and the Refresh Process means your renovation will run smoothly no matter what.

# 1



## Initial consultation

With a thorough and professional briefing process we'll listen carefully to your requirements to understand what you are looking for, what is important to you and why. We work with you to design and deliver the best renovation that you can achieve for the money you wish to spend. In the design and build process, your budget is just as important as your desired renovation outcomes.

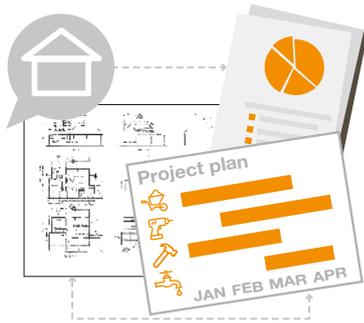
# 2



## Concept and feasibility

The next step is to translate your requirements into a renovation concept and investigate the feasibility of what you would like to build. We'll analyse your project to identify risks, constraints and explore ideas. We will provide a budget range indication based on concept drawings, average costs and any other identified factors so you can start making decisions on what your budget can include.

# 3



## Working drawings and costing

A detailed project plan, working drawings (if required) and costing are then developed based on the concept. A detailed project cost and contract will be produced based on the specifications of your project taking into account the engineering, structural, design and aesthetic decisions you have made, as well as building and resource consents. If required, the cost can be refined or brought down by making modifications to the design.

# 4



## Build stage

Refresh will schedule and manage the trades, ensuring that each trade has completed their work to the correct standard. Your Refresh Construction Manager will ensure quality control at each stage, eliminating any issues or disputes at the end of the project. With Refresh's end-to-end design and build service, you can be assured of a hassle-free project.

# 5



## Your finished home

The final stage is for Refresh to ensure that all compliance documentation is completed and you have the necessary paperwork. We'll work with you on the finishing touches until the project is complete! We'll also provide you with a 10-year warranty to ensure you have total peace of mind to go with your new renovation.

# Refresh: Our story

We've been on a journey to become the leading global residential renovation business in the world.

We started the journey as Traffic, consulting with CEO's and management teams in the building industry to develop and improve their businesses. After years of research in New Zealand, Australia, Europe and North America, we found a common theme - the renovation sector across all these regions, while pretty big, was failing again and again to deliver homeowners a great renovation experience. So, we gathered together our expert staff with know-how, industry-leading processes and top-quality resources to establish a new business model that delivered the best renovation experience anyone had ever seen.

And so, Refresh Renovations was born in 2010!

The Refresh process, unlike that of small trade builders, is incredibly well-organised. It's the perfect combination of commercial building practices, processes, technology and systems with a residential focus. We're able to provide a proven process, which saves homeowners time and money - a rewarding renovation experience for us all.

But we're motivated by more than just a great kitchen transformation...

We're also working to improve the industry and the environment we live in, we're always looking at new ways to reduce waste and encourage sustainability to future-proof homes.

We want to make sure the homes in our towns and cities are not only amazing spaces to live in, but support the ever-changing lifestyles and environmental challenges our world is facing.



# We've asked the questions

## Why is Refresh better than other builders?

While most builders only do renovations as a sideline we're specialists in home renovations. Refresh brings together a tight-knit team of designers, builders and tradespeople who will design-and-build your dream renovation.

Even the simplest home renovation means managing data, costs, people and timetables but with Refresh, this project management is part-and-parcel of our service. We're here to ensure your renovation is completed on time, on budget, and to the highest standard. We're also using technology to deliver a better product and service for you. Other builders don't have the technology or systems that we do and consistently deliver a poor experience that disappoints customers. Control over quality and cost is one of the key benefits of using Refresh.

And most importantly, you know what your project is going to cost before you begin the build and our advanced IT project management systems keeps everything on track.

## Why do trades prefer working with Refresh over other builders or directly with homeowners?

Working for Refresh is much easier for a tradesman than working directly for a homeowner. Refresh has a professional renovation project management system that uses the latest IT systems to keep the project moving smoothly. Trades are provided with proper briefings, site safety is organised, cash flow is being monitored and managed for them, payments are reliable, contracts are clear and Refresh is managing all the communications with the homeowner on their behalf. This means tradespeople are not inconvenienced with 'irritating' administration, they are able to concentrate on using their specific trade skills.

The consequence of this is that Refresh is able to build up a solid network of tradesmen who they have a strong relationship with. Relationships in the building industry are important. A homeowner doesn't have that relationship. For Refresh, the relationship means that when things go wrong the tradesmen are happy to put things right and get the project back on track.

The cost and hassle for a tradesman to quote for Refresh is far lower than working directly with a homeowner. Through the Refresh process, plans and measurements will already have been produced. The tradesman will be sent an email with all the information he needs to calculate his costs. It will include a plan with measurements, specifications of the materials and standard of finish required and a 'scope of works' which tells him what to leave in and what to leave out of his quote. It often also includes some photographs to give some further context for the job.

Because they have all the information it is very quick and easy to prepare a quote. In addition, because Refresh has qualified the job the probability that the tradesman will get the work is very high so it is worth them committing time to figure out a detailed quote. Because of the Refresh process, tradespeople are happy to produce an accurate quote for the work, and the homeowner is able to achieve far more certainty about the cost and quality of the work.

## Why does Refresh save me money?

It's easy to look at Refresh and think "it looks professional but surely I am going to pay a premium for that compared to Bob down the road who hasn't got any overheads". In fact, it works out the other way and here's why. The cost of building has been a concern for the New Zealand government for some time and they set up a Housing Commission to understand what the cost drivers are.

### **The New Zealand Productivity Commission, Housing Affordability Enquiry concluded that:**

"Larger firms are able to generate cost reductions through more efficient organisation of subcontractors and working on several houses with an efficient schedule which results in less down time"

A small builder is only earning his hourly rate when he is physically working on a site. For a large proportion of his time he is doing accounts, chasing payments, paying suppliers, organising sub-trades, dealing with issues, hunting for new work, etc. In his price to you, he will have to cover this 'down time'. In a large company like Refresh, the labour is specialised so you are only paying for the time they are actively working on your project.

The other benefit of being larger like Refresh, is that we are able to invest in better processes and systems. Refresh uses the latest IT systems to make the project more efficient, reduce costs and improve the homeowner experience.

### **The Registered Master Builders Federation was consulted as part of the Housing Commission and concluded that:**

"Many small firms do not have the capability or capacity to implement good management and quality control systems."

For a renovation, about half of the cost will be labour so a large company like Refresh is therefore much more cost-effective than a small one because you are only paying for

# so you don't have to...

the labour actually working on your site and the IT systems make everything more efficient.

## What is the difference between plans and planning?

The visual design plans are only a part of the planning required for a renovation. A typical project will require the following elements to be planned and managed.

- Choosing and briefing the designer
- Developing designs, drawings, specifications and scope of works
- Identifying and briefing the sub-trades
- Costing and quoting the project
- Developing a project plan
- Specifying products
- Drafting and signing contracts and terms of trade with trades and suppliers
- Scheduling site deliveries
- Organising processes for site delivery checks and sign off
- Managing part deliveries and quality checks
- Progress payments, supplier payments, trade payments
- Supplier account set up, payments and terms of trade
- Scheduling and managing project cash flow, finance and payments
- Code and regulation compliance
- Health and safety compliance on site
- Project management from design to completion
- Providing plant and equipment
- Change management and variation sign off and tracking
- Managing communications between trades, designers and customers
- Managing resource and building consent processes
- Managing warranties and claims

Refresh has the staff, networks, relationships, processes and systems to manage all the complexity of a renovation project. The cost charged at the concept stage is paying for scoping out the work, even where there is no visual design required.

Architects and draftsmen don't have the capability to provide this. Only a full design and build process can deliver this value.

## Why do people often get a shock when their plans are costed?

Most architects and designers are not set up to provide construction costings. They are more concerned with producing creative plans and they don't have in house processes to do detailed costings. As a consequence, many people get a bit of a shock when they get plans priced. Because Refresh has a construction team, the builders input gets included earlier on. They have a network of sub-trades so when the plans have reached the right stage they have

an efficient process to get the plans accurately costed. You don't just get a set of plans that you wonder how much they will cost. You get a set of detailed plans that have been fully costed.

## Can the cost estimate change after the concept stage?

With the Refresh process, at the concept stage you will get a budget range. This is the most cost effective time to make changes. At the working drawing and costing stage you will get a detailed costing. The cost may be different from the ball park figure because more details and information have been discovered. This is not a failure in the process but one of the ways the process helps you save far more money in the construction stage.

At this point you can still make decisions to cut things out to reduce costs. It would typically cost 10 times more to make changes if the issues were discovered in the construction stage, which is what would happen with a traditional builder.

## How do I keep control of the renovation cost?

The two main cost categories for the construction stage are building materials and labour. A large company like Refresh is able to negotiate the best prices for materials on your behalf.

Managing the labour element has far more impact than the materials cost. If a wall takes twice as long to build, the material costs don't change but the labour cost doubles - and labour is typically over half the cost of the project. Refresh has far better systems than the average builder to keep the labour costs under control.

## What IT tools do Refresh use?

Refresh has the best construction software – Refresh Control which helps manage the construction process and all other stages. The software used by Refresh:

- Makes it easy for trades to quote accurately because they have all the right information to hand
- Enables the construction manager to easily adjust the schedule which automatically informs the trades if this has happened and makes it easy to re-schedule tasks
- Provides a customer portal to keep customers informed of schedules, changes, financial progress and payments

Project management is one of the tools that helps Refresh manage the labour cost which in turn helps keep projects on time and within budget.

# Time for a Refresh?

Embarking on a renovation journey can feel like a trip into the unknown, so having a trusted partner by your side for the ride ensures the transformation you always imagined can become a reality.

Refresh Renovations is the world's leading home renovation builder, simply because we're much more than builders. We're your partner throughout the entire project.

From start to finish, our Renovation Specialists will project manage the entire renovation, regardless of size or scale. Minimising risk and keeping to budget, your Renovation Specialist will walk you through all five stages of renovation - from the design and concept through to the scheduling and managing of actual construction, saving you both time and money.

Using our proven industry-leading project management system and network of experts, Refresh Renovations have thousands of successful projects to their name and an ever-growing list of happy customers.

Take the anxiety out of your renovation journey and partner with Refresh Renovations for the entire ride.



**A fresh approach to renovations**

**New Zealand:** 0800 33 60 33 [www.refreshrenovations.co.nz](http://www.refreshrenovations.co.nz)

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