

# DESIGN PROCESS

## Welcome!

We are thrilled to be working with you on your project!

Please read through this packet to get to know our process so that you know what to expect from working with us. We are happy to answer any questions at any point in time. We are here to design, manage and create your perfect project for you.

## WORKING WITH US

### CONTACT

We are so glad you contacted us! After our first interaction, we will send you to our contact page to fill out a questionnaire and to schedule a 30 minute call.

### HOW TO WE DELIVER

We are available via phone, email, facetime and zoom if needed. We will provide you with interactive design boards that allow you to see pricing and have access to purchasing.

### EXPECTATIONS

We like to set expectations at the beginning of projects. Please be aware of our office hours and communication preferences.

### OFFICE HOURS

We are available to you MONDAY - FRIDAY 9AM- 4PM

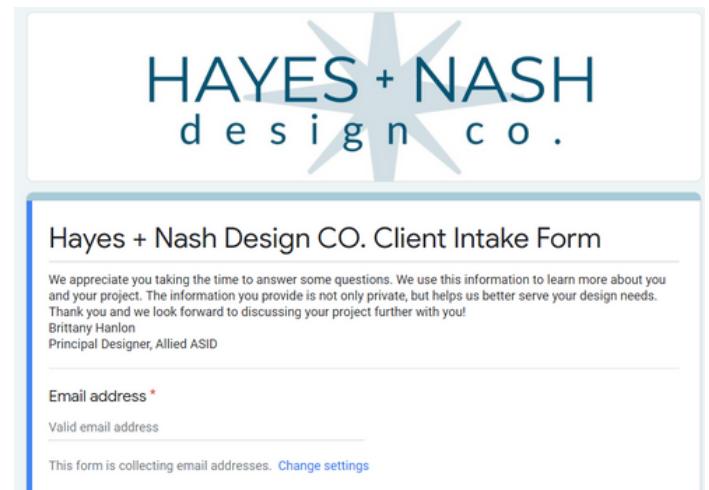
Please feel free to reach out to us via email or phone during regular business hours. If messages are received outside of those hours, we will return them the next business day (unless urgent).

# DESIGN PROCESS PHASE 1

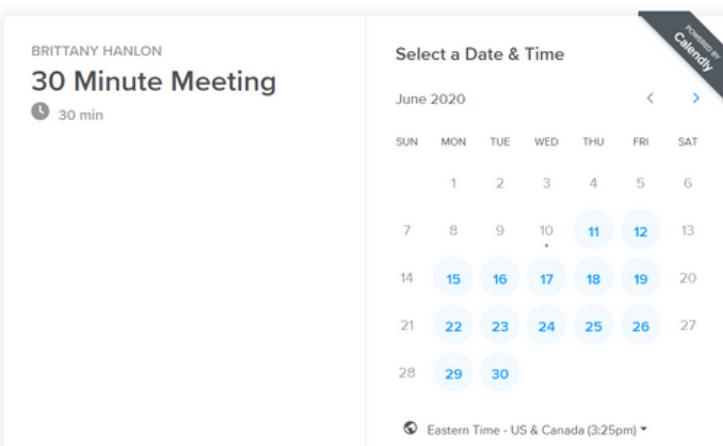
1

## QUESTIONNAIRE

After you have made contact with us, we will ask you to go to our contact page and fill out a questionnaire form. This only takes a few minutes to fill out, but it provides us with a lot of valuable information about your needs.



The screenshot shows a client intake form for Hayes + Nash design co. at the top. Below it is a section titled "Hayes + Nash Design CO. Client Intake Form". It includes a message of thanks, a field for "Email address \*", and a note that the form is collecting email addresses with a link to change settings.



A screenshot of a Google Calendar invite for "BRITTANY HANLON" for a "30 Minute Meeting". The meeting is scheduled for June 2020, from 3:25pm to 3:55pm, lasting 30 minutes. The calendar view shows the month of June with specific dates highlighted in blue circles, indicating they are selected or booked.

2

## PHONE CALL

We schedule a phone call to further discuss your project and what your needs are. This is about 30 minutes.

3

## CLIENT UPLOAD ROOM DIMENSIONS-NOTES + PHOTOS

You send us all of the information needed to complete your design. While all projects are different, here are some standards that we require.

- Room dimensions including overall room size, any doors, windows, or openings, ceiling height.
- Existing furniture, finishes or art/accessories that you would like incorporated into your design (and their dimensions)
- Photos of the space.

See our guide to measuring + photographing your space at the end of this document.

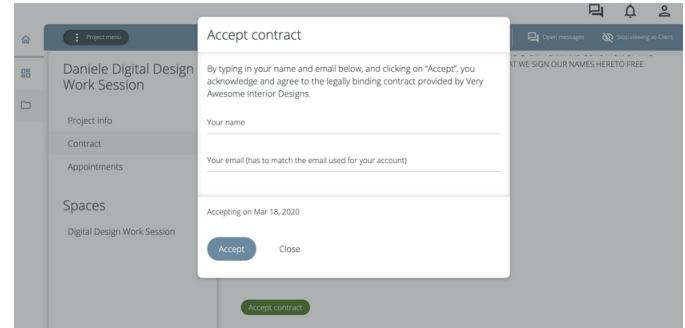


# DESIGN PROCESS PHASE 1

4

## CONTRACT + DEPOSIT

AFTER the PHONE CALL /CLIENT UPLOAD we will make another meeting plan to sit down and go over our package and contract. We will also discuss your overall budget + price point so that we are sure to be selecting products that are appropriate for your desired budget. We collect 100% of your payment up front in order to complete your design.



# DESIGN PROCESS PHASE 2

1

## MOOD BOARDS

CONGRATULATIONS!!! You are on your way to your seeing your vision become a reality. Our Designer will send you back a completed room design. Again, this will vary by each individual project, but the standards are :Mood Board with all included items, colors, finishes + space plan drawing. Complete shopping list with links to purchase your desired items directly from vendors. Notes for how we would recommend installing products (lighting heights etc.) \*these may be affiliate links.

2

## PHONE CALL + REVISIONS

We schedule a phone call to discuss your design plan and answer any questions. One round of revisions for up to 3 items is included per room. Don't like the lamp we selected? We will swap it out for you and send you an updated design.

# DESIGN PROCESS PHASE 2

3

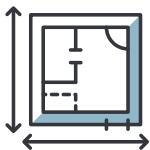
## ORDERS + INSTALLATION

Now its your turn! You take your custom design and run with it! Place your orders and put your space together. Enjoy!!!

Please send us photos of your final space :)

\*\*\* please note that we always source items that are in stock at the time your design is delivered to you. We are not responsible for items that go out of stock or are no longer available. We will happily re select items for you for an hourly fee of \$150.

# HOW TO MEASURE YOUR ROOM



1

## DRAW A ROUGH SKETCH

This doesn't need to be a work of art or perfectly to scale. You can draw it in pencil, so you can easily erase! It's more important your measurements are accurate. See our examples on the second page.



2

## TAPE MEASURE

A longer tape measure is best, around ~25' is best! This size should allow you to measure the total width and length of the room



3

## MEASURE THE OVERALL ROOM

Start by measuring the overall LENGTH and WIDTH of the room. We will add in smaller measurements afterwards. The smaller measurements will add up to our overall width and length



4

## FIXTURES & ARCHITECTURAL DETAILS

Note + measure the height and width of anything you'll need to work around

- Windows ( width, height and height from the floor)
- Doors ( door width and height)
- Outlets and Switches
- Air Returns
- Light Fixtures
- Ceiling Height

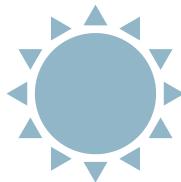
# HOW TO PHOTOGRAPH YOUR SPACE



1

## WHAT YOU NEED

- Get your camera phone ready!
- You may need something to stand on like a stool or step ladder
- Morning or midday tends to be the best time for photos



2

## TIPS BEFORE YOU START

It's best to take photos in natural light. Take one or two photos with the lights on and another one or two photos with them off. Decide what looks best!



3

## BE SURE TO CAPTURE

- Full Walls – photos from as far back as possible
- Partials – any areas that were tough to capture before
- Finishes – any surface fixed to the house (ie. the flooring, wall colour, ceiling lights)
- Furniture & Décor – you plan to keep
- Video – slow motion, walking around the room, filming the space

# HOW TO PHOTOGRAPH YOUR SPACE



4

## TAKING THE PHOTOS

- Start by facing the door, a good distance away so you can get as much in the photo as possible.
- Take photos and slowly turn in a circle to get all angles of the room.
- You can also take a slow video to show the entire space, and narrate as you record
- Don't forget to take a couple photos showing architectural features such as bulkheads and fireplaces.
- Include a few photos the furniture that'd you'd like to keep



5

## REVIEW

- Look through all the photos you took and make sure:
- They are good quality, clear, and lighting is good.
- Did you miss anything? Better to have more than not enough
- **Ask yourself, can someone who has never been in this room tell what it actually looks like?**

