



11403 BARKER CYPRESS, STE J #163, CYPRESS, TX, 77433 [281-241-9126] and [832-299-5719 for Sales only]

## FAQ- FREQUENTLY ASKED QUESTIONS

### **Why do you charge a consulting and design fee?**

In order to provide the services we feel our customers deserve, we feel a fee is more than fair to determine whether you're a real client since we are investing our time and creativity in your project. We intentionally limit our number of clients per year, so that our quality of build, time and creativity do not suffer. Your consulting/design fee is credited back to you when we quote your project.

### **Why do you ask me for my budget?**

UCP designs accordingly to the budget you feel comfortable spending in your back yard. The last thing we want to do is overwhelm you or underwhelm you when we render your project. We are also able to consult you to assist with your wants, must haves, sizing, etc. based on the budget you're trying to be at. In addition, we have finance companies that we are preferred builders for that we can point you in the right direction with our financing options.

\*\*<https://www.lyonfinancial.net/dealer/ultra-custom-pools-tx/> \*\* <https://www.hfsfinancial.net/promo/UltraCustomPoolsTX> \*\* Central Bank -Shawn Ramos 832- 928-5719 [sramos@cbhou.com](mailto:sramos@cbhou.com) <https://www.cbhou.com/PoolLoans/Apply-Now> \*\* <https://www.lightstream.com/?fact=19435&subid=1175&AID=UltraCustomPools> \*\* Frost Bank- Richard Clothworthy 832-330-5153 [Richard.Clotworthy@frostbank.com](mailto:Richard.Clotworthy@frostbank.com)

### **What form of payments do you accept for your consulting/design fee?**

Venmo: [ultrapoolstx](https://www.venmo.com/ultrapoolstx); Paypal: [ultrapoolstx@gmail.com](mailto:ultrapoolstx@gmail.com); Zelle: 832-277-4420; ACH No transaction fee; Debit Card or Credit Card but there will be a 3% fee.

### **What form of payments do you accept for when we start construction?**

Check; Wire; Zelle: 832-277-4420; ACH No transaction fee; Debit Card or Credit Card but there will be a 3% fee.

### **Who do I contact if I have any questions or concerns during the project build?**

Your Sales Rep or your Project Manager.

### **What is your time frame for the pool to be completed?**

A standard pool can take anywhere from 6 to 8 weeks but it is also contingent based on your size and scope of the project. Other deciding lead time factors can be shortages, lead time issues with materials, and or weather conditions.

### **What are items that can delay the construction of a pool?**

1. Projects that have been closed and approved ahead of your project. 2. Permits if you're in a permitting zone. 3. Engineering plans if your city requires it. 4. HOA approval. 5. Material shortages with longer lead time. 6. Weather: Even though it isn't raining in your area, rain can still be affecting a previously scheduled project which can cause delays to your project. i.e. Gunite/Plaster schedule.

### **Are you insured?**

Yes we are.

### **Where is your office located?**

Our office 11403 Barker Cypress, Ste J #163 BUT We have our precon/selections meeting at various supplier locations we see fit for your project. We are appointment only.

### **If you damage a neighbor's property will company repair?**

UCP will assess the situation and see what the damages and offer our services at cost to rectify unknown discrepancies.

### **Who handles all of our HOA paperwork?**

UCP handles your paperwork but client is responsible for payments and deposits.

### **Who handles submitting permits and How much are permits?**

UCP handles your permits but client is responsible for these permit fees. Permit costs varies with each project. It depends on your city, your size, your project cost and number of things being constructed for your project.

### **Why do I need to sign an Addendum/Change order if I want to add and or make changes to my project?**

A Signed Addendum/Change Order is the client adding onto their project. When you sign our contract, we are therefore in contract. Anything in addition to the signed agreed project that the client wants will need a signed addendum to document in order to proceed forward.

### **Can I provide my own materials? Such as tile & coping?**

No. UCP will not agree to client providing own materials. If client wants to provide appliances for us to install, there will not be warranty or installation workmanship for any materials that Buyer requests outside of our network.

<b>As the homeowner what are my responsibilities and what do I need to expect during the construction phase? NOTES AND</b>	
***If you're one that appreciates craftsmanship and the process to perfecting your project, we are the ones for you. We are not like other builders. We only have 1 crew for each portion of your project. We DO NOT bid out your projects to multiple (unknown) crews for lowest bids. We only use our TRUSTED partners network. This might encounter longer lead times with scheduling but the end result is a final product, our clients and Ultra Custom	
Designs are for visual and creative purposes only. Actual construction/finished product may differ from design due to many reasons such as safety, structural support	
After the Contract has been signed and agreed upon - A minimum of \$500 fee per change order in addition to additional costs will be invoiced for any changes that	
We are not responsible for any damages to personal items left on patio or in your back yard. Please move your valuables inside or into your garage.	
Gas Meter Upgrade Not Included by Ultra Custom Pools- If Needed, Contact Through CenterPoint Energy the day we plaster your pool.	
Sod and Sprinkler System Replacement Not Included in this Quote Unless Otherwise Stated in Contract.	
Electrical Reroutes and Gas Line Reroutes are Not Included in This Price. We 811 locate your project prior to construction and if reroutes are needed,	
We recommend to contact your cable provider to reroute the wires above ground before excavation.	
For Every 1/8th inch of Rain in the Houston and surrounding areas: Project could possibly be delayed up to 5 days; depending on which stage your	
Gutter Replacement Not Included in this Quote Unless Otherwise Stated in Contract.	
All concrete (spray, pattern, trough, sandblasted, broom) will eventually crack. Concrete work, pattern, colors and blend are not guaranteed to be exact. Many variations can happen. We are adding multiple colors to concrete along with texture and a pattern to create a natural look. When applying existing concrete next to new, colors may not match due to age of existing concrete. Concrete will not be perfect and if you're wanting a more consistent	
Do not pressure wash your decking, pool and or kitchen.	
Stone will eventually crack due to natural elements and shifting of the earth. Travertine is a natural stone with variations in color and natural holes in which will be	
Contractors will not be at your home everyday. We try our best to do so but many variables can come up and delay the crews. i.e. weather, faulty equipment, locating of supplies and materials etc.	
Final Clean Up consists of our team picking up debris, material and gunite waste. We also do a rough grading of your backyard. If you're needing additional grading for landscaping, this is not included in your bid. We do not bring in dirt to level or grade your yard. The landscaper you commission can provide you with	
Expect your pool and equipment to not be perfect for the first 30-60 days on average. Your pool has many moving parts and will take some time to get it all dialed in	
Home owners are responsible for covering the repair at cost should Damage due to access via driveways, sidewalks and neighboring property should	
Additional charges may incur for removal of unforeseen tree stumps during excavation.	
UCP is not liable for client's home warranty. It is the homeowner's responsibility to verify if your project with UCP waives your home warranty.	
We require pre plaster payment to be made during walk through/pre plaster meeting prior to scheduling your plaster date. Plaster payment is due regardless of the remaining work left to complete	
During construction of your pool you will be responsible for any damage to any part of the pool by irrigation water, utilities, vandals, Acts of God, or any other persons or things not within our control. Any pool equipment or appurtenances subject to this Contract delivered to the job site are your property and if removed, stolen or damaged are your responsibility.	
Permit Zoned Clients: Additional charges may incur for City permits, permitting submission and inspections needed for these permits. We will apply for these City permits and client will cover costs and or refund us the payments. We can also look into engineering if your city requires it but the client has to cover all	
<b>What is your payment schedule/plan?</b>	
Please see below. Typically, Dig and Gunite happens within the first 2 to 4 weeks of construction.	
<b>NON REFUNDABLE DEPOSIT BEFORE PRECON/SELECTION MEETING + \$1,000</b>	
40% AT DIG + ANY ADDITIONAL CHANGES - \$1000	
40% AT GUNITE + ANY ADDITIONAL CHANGES	
15% AT DECKING + ANY ADDITIONAL CHANGES	
5% AT PRE PLASTER + ANY ADDITIONAL CHANGES	
<b>What is your warranty?</b>	
Pentair Equipment 3 years	
Pebble Plaster 10 YEARS for Original Owner- Must Brush Twice a Day For the First Two Weeks Once Filled with Water. First 30 days of service/maintenance is included. Heater is not allowed to be used for the first 30 days, so that the plaster can cure. Homeowner is responsible for regular maintenance/service thereafter in order for warranty to be honored.	
Gunite Warranty Lifetime for Original Owner- Must Water Twice a Day For the First Week in order for warranty to be honored.	
Workmanship is 1 Year from the Date of Completion	
Punch Out and Warranty will not begin until all payments are made in full	
Once project is completed- There is a standard \$100 service call fee for diagnosing failed system or equipment in order to assess warranty claims All warranty work orders can take any where from 1 to 4 weeks to complete due to condition, labor and material lead	