



# TAMING UNPREDICTABILITY

## SMART PRACTICES FOR SMOOTHER REMODEL PROJECTS

You may have noticed some surprises recently with availability and pricing of certain building materials and supplies. The worldwide pandemic is having unpredictable effects on global supply chains that can make planning and estimating remodel projects more challenging. Here are some tips and practices that can help bring more certainty to your projects.

## BIDDING AND ESTIMATING PHASE

COVID-19 is affecting lead times and pricing for many familiar building materials. To avoid estimating jobs with outdated information, it's important to be proactive with staying up to date. Your BFS rep keeps a keen eye on what's happening in the marketplace and with our suppliers. They can help you make sure that your bids reflect the latest and most realistic materials costs and lead times—allowing you to create accurate estimates and set realistic customer expectations.



Kyle Miller, Pro Remodel Sales Manager

Kyle Miller, Pro Remodel Sales Manager in the PA/DE Market, stresses that proactivity is essential right now. In fact, he's having his team of sales reps be more proactive than ever with reaching out to BFS's pro remodel customers. "Open business conversations with our customers are highly important. Not just for our business, but especially for the remodeler's business," he explained. "They allow us to be prepared and fix problems before they happen."

Beyond your current projects, it's also a good idea to discuss any in the pipeline with your BFS rep. They can let you know about potential issues with the products on your bill of materials and inform you of alternative solutions you might not be aware of.

Miller offered a recent instance of how he helped a deck-builder customer overcome the unavailability of his preferred composite decking product. Early in the pandemic, that manufacturer was shut down, and no building supply companies in the area had any of the product in stock. Miller put the deck builder in touch with a manufacturer's rep for a new decking product that BFS had available. The vendor's rep demonstrated to the builder and homeowner how the product was superior, and this helped convince the homeowner to agree to pay for the upgrade. The rep also showed the builder how to properly install it for excellent results.

## PLANNING AND PRECONSTRUCTION PHASE

“Having a great project plan has never been more important,” says Miller. “The farther ahead you plan for your project needs, the better we can be at making sure we have the materials you need to complete it on schedule—and the sooner we’re able to start talking about alternatives.”

Visualizing all the steps of a project can save you from overlooking a critical component. Replacing a window, for example, involves a lot more supplies than just the window. Thinking the project through step by step—from removal of the old window to the final finish work—can help you identify all of the materials and supplies you’ll need to complete every step.

In this example, you might remember to order everything from fresh reciprocating saw blades to the right fasteners, flashing, and caulking to matching custom millwork well ahead of the day you need them. This is another stage where your BFS rep can be a huge help with avoiding oversights and finding alternatives that keep your projects on track.



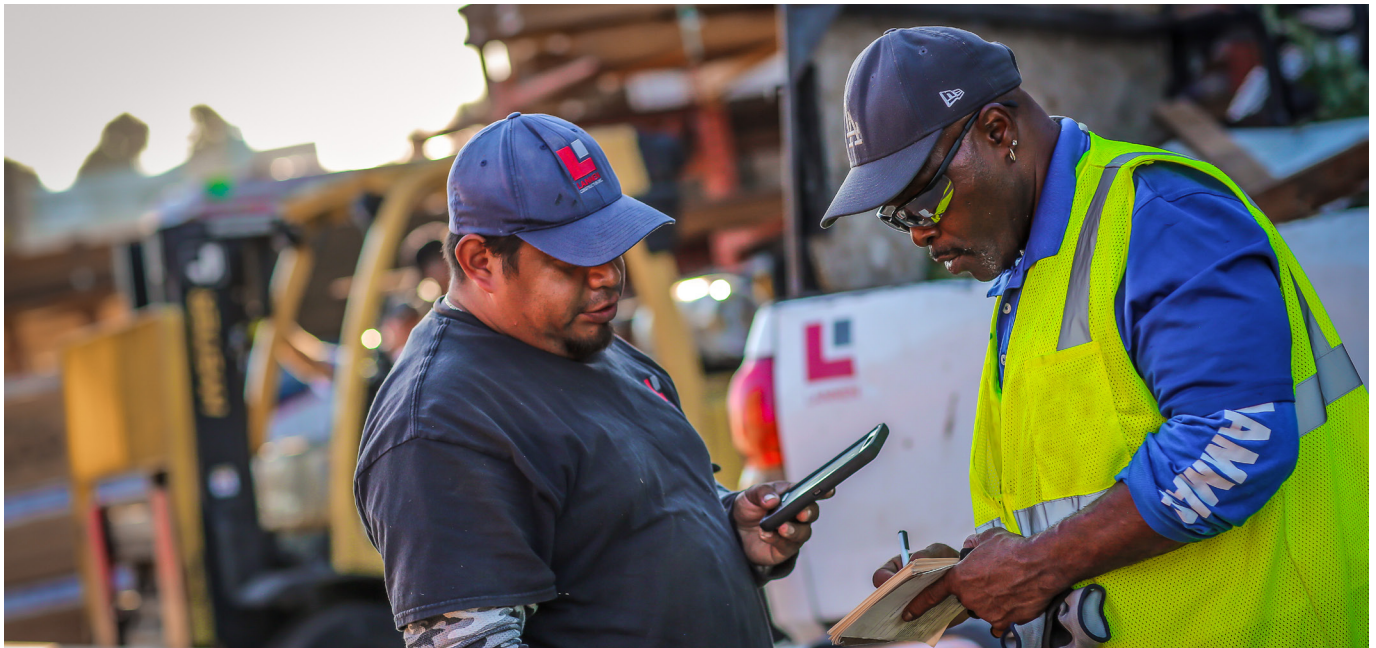


## CONSTRUCTION PHASE

It's more important than ever right now to pay attention, be nimble, and communicate frequently with both your homeowners and your suppliers. Customers understand that there are additional challenges these days. If you make it your habit to keep them informed of any problems you encounter and how it affects the project, they're much more likely to accommodate adjustments to the plan than if they've been kept in the dark.

Staying in regular contact with your suppliers enables you to double-check on upcoming materials deliveries and makes you aware of potential issues before they become problems. As always, contact your BFS rep if the unexpected arises. They can help you troubleshoot, work on alternatives, and help you discuss solutions with the homeowner.

Good planning, great communication, and relying on the knowledge and expertise of your team are smart practices that help your projects go smoother under any conditions. Until the world gets back to business as usual, these tips may give you the extra edge you need to successfully navigate any uncharted territory ahead.



**GET HELP WITH YOUR PROJECTS**