

07-11 Project Review: Status, Communication, and Contract Issues

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First of all, apologies for any delay in the project, as I'm sure you guys are aware, because you mentioned it in one of your messages that we had, that John had decided to go work somewhere else. Just, you know, a short backstory on that. He started with us after leaving a cabinet company for about five years. He has a lot of experience, especially on the design side with, you know, some of the renovation stuff and lots of, you know, history with great customer service, lots of great.

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things about John. And he just decided that there might be something more better fit for him based on the model that we have set up for consultants. Sometimes it takes a little while to build up enough clients and things like that. So it was purely just a situation like that. So the reason I wanted to tell you that is because John does a great job and it's not this hard to him. That he decided to, you know, something might be a better fit for him in this season he left on great terms but you guys were one of the projects that he had.

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helped with and actually I had helped oversee him because a lot of times when the new people come in I will kind of observe over hey Bobby you know what they're doing for the first couple months yes sir um that's yeah I totally understand that how business works from that perspective and everything and I and I appreciate you know that um we we had a good connection with John as well um and everything was going great it would have been great to have this conversation when.

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John left I think I think we should just okay move on from this point yeah let's let's move on to um you know what what are we going to do with the project moving forward gotcha okay I can respect that um and and so I apologize if you didn't I, it's not a normal thing for me to reach out and talk with people. So my apologies if that was something you wanted. There's no, the salesperson had already sold the project.

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So at this point, project management takes it over. We deal with material selection in the background and we do follow-ups as needed. And so I'm sorry that no one has called you, but we have communicated with you about the steps. And I know Morgan has touched base with you. So I'm sorry about, you know, feeling that I should have spoke

with you earlier. So from this point, we have spent a significant amount of time trying to figure out options for you guys based on material selection, based on the initial site analysis.

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We found that there was a pretty significant piece of the job with the, you know, the furniture moving. Apparently there's quite a bit of. Furniture. And, um, some of it needs to be disassembled, um, I'm told. So, uh, that's a significant piece. And you had mentioned that you felt like you were under the understanding that it was included in the project. So we don't take things like that, like that lightly. So we investigated all texts, all emails. We talked to John personally, um, just to see if there was anything at all that would point towards that.

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And that doesn't mean that you didn't think that. And that's not what I'm trying to say, or that you weren't under the impression, but I did not get anything that showed that that was included or said it was included. So under that situation, we were looking at how can we make this work for you guys in the best way possible. So we offer a significant discount for that. And obviously you guys don't have to have us move the furniture, but if you wanted us to move the furniture, what can we do to make this work for you guys?

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And just so you know, even the, project management side was very surprised at the price I was able to come up with for you guys to do that because it is going to take quite a bit of work. And then the other piece is the carpet. Very simple part of the project. The carpet you've chosen is way over budget, so it's very simple. We can pick. There's lots of different carpets, so we can choose a different carpet. Is that carpet already ordered? No, the carpet part is not ordered yet for that reason. We.

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didn't want to put you guys, we didn't want to stick you with a bill and you're like, wait a minute, I didn't realize this. So we waited until we could show you how much it's going to cost. Okay, so that's a significant issue for us because we were on a time crunch and if we were going to get any of this done, it had to be done within a certain time frame, which we talked about. When Morgan was here at our house, he said that we could get this, started next week. That was two to three weeks ago that he was here at our house.

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No one said, we're not going to order this carpet because of anything. Right, understand. So project management, if they said that, my apologies. Under a circumstance where everything is completely on point with the estimate, meaning there's no line items that are under misunderstanding or anything like that, the timeline would be much quicker. But when we come up with something, when he turns in, he's at your house,

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and he talks to you guys and goes over the details, and then he turns in his details to the office, and the office compares the two and goes, wait a minute, this isn't on the estimate. That pauses things naturally. Okay, well, that was not communicated. That was not discussed. Bobby, that was not communicated. Morgan said he did communicate that with you guys. Bobby, why are you arguing with us? I'm sorry, why are you trying to argue with us about this?

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No, I'm not trying to argue. Then stop talking over me. Oh, okay. We have two very clear things about this project. When it started and how much it cost. We have a ceiling of about 30,000. *If there's something that we can't get done within that 30,000*, then we're okay dropping them. But at this point, because of the lack of communication and trying to upsell us in order to keep us and ignoring what our parameters already are, we do not feel comfortable moving forward.

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Okay, well I'm really sorry about that and I'm not trying to argue with you. I was only trying to tell you if Morgan said that to you. My apologies, Morgan told me that he did tell you guys that the... furniture part would need moved and that um it was not in the estimate okay so i hear i hear what you're saying and i'd like you to hear what i'm saying we do not want to move forward. okay i'm really sorry about that and i've done we've never had anyone cancel so it did take me.

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a little bit of time to look into the details of what that entails and we're not at a place of cancellation with this project so i want to make sure we're all on the same page that we have we're not at a point where we can give you any more money okay well that would create a serious issue as far as contracting and stuff like that goes can we get a copy of that contract because we still don't have that okay yeah you have a copy because you had to sign it right hey bobby.

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You know, every digital contract that I've ever signed, whether it's buying houses, whether it's getting solar panels and batteries and anything like that, I've always been able to go back into the digital system and get that contract and download it. It appears that the only opportunity for me to download that contract was at the time that I was actually signing it. I've sent requests requesting a copy of the contract. I've tried following the links that were sent to me for the contract, and none of them are valid anymore.

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I've made verbal requests, and I sent an email yesterday saying, hey, can I get a copy of that contract, please? And I don't have a copy of the contract. Now, part of that is on me for not clicking that button when I was downloading it. I understand that. But I do want to see the contract. Can you send me a copy of the contract? Absolutely. Just so we're on

the topic. We're on the same page. I have all of our texts and emails. You guys are, saying there's lack of communication, but we haven't responded to you about everything. Okay, this, that. No, I've heard your apologies, and you keep.

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telling us that we're wrong, and I understand that from your perspective that we are most likely wrong. I get it. Well, no, I can't tell you you're wrong about something you feel, but I can tell you you're wrong about something if it's true. Okay, Flavie, hey, hey. But if you say we haven't communicated, and we have, and I have proof of it. No, this is ridiculous. This is ridiculous. Flavie, hey, how much of our, how much of our money do we still owe you? You, you owe us.

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For what has actually been done? I'm not sure where the question is directly. Okay, how about, Flavie, you said that you had to take some time to review the contract, because you've never had anybody cancel on you. What did you find from your investigation about what needs to happen next? What needs to happen next is we have to finish the project. Why? Because we're committed. We have a legal binding contract in the state of Arizona. Okay, all right, Bobby, if we have an opportunity to review it,

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then we will make any further steps. But until then, this conversation is finished. Bobby, Bobby, Bobby. Bobby, I'm sorry, I have to go. I'm done. Thank you very much for your time. I'm done. We look forward to seeing the contract. Yeah.