



Lenore Frances Interiors

INTERIOR DESIGN, REMODELING AND RELOCATION CONCIERGE

Lenore Frances Spinelli
CEO

Design Process – What To Expect

30 Millstream Dr.
Mt. Laurel, NJ 08054
856-552-0096

Lenore@lenorefrances.com

www.stresslessmove.com

www.lenorefrances.com

Design Process – What to Expect

1. [If you like what you see](#), your next step is to fill in your [contact information](#) and briefly describe your project. We will contact you by email to schedule an appropriate time for a **preliminary phone interview**. Finding the right fit between you and your designer is important because you will be working together for several months if not a few years. This initial telephone interview will take about 15 minutes and starts the interior design process.

2. During this initial conversation, we mutually decide if we are potentially a good match. Next, we schedule a **pre-proposal consultation** at your home or office. We send an information package including a project questionnaire and the Letter of Agreement prior to our pre-proposal consultation. This meeting takes between 1 ½ -2 hours depending on the size of your project. All financial and design decision-makers should be present to review the scope of work, your planned investment, and services requested. Since we provide ideas and suggestions during this meeting, we do request a consultation fee.

3. After you review and authorize the Letter of Agreement we schedule a date for a **proposal meeting**. During this session, we review the scope of services the value based fixed fee options that most clients prefer. However, we do offer an hourly fee for smaller projects. The proposal meeting lasts approximately 30 minutes to one hour. When you agree to the statement of work and submit the retainer/deposit we then set up a date for the **design concept presentation**.

Please note, we need access to the home during weekdays for site visits, and if you prefer a value based fee, we complete the site survey prior to the proposal meeting. We assess and document the project, and meet with our [contractors](#) during these site visits. We schedule these site visits at your convenience.. I do not require that my clients hire my [preferred contractors](#), but unless they have specific contractors they would want me to use, I use my preferred contractors to develop the design and provide estimates.

4. Your **design concept presentation includes** drawings, materials, samples, renderings and estimates for labor, products and materials. When you are satisfied with the design concept, you approve the selections and provide payment. We keep you informed about the schedule and your responsibilities throughout the project so you always know what to expect.

5. Most importantly, **exceeding your expectations** is our goal. Please let us know at any time during the project if we can do anything to improve our services. And, when you are pleased, we appreciate your referrals since our business is built on excellent results and client service. It is truly our pleasure and reward to make sure you love your home.

