



The MPI+D Experience

MISSION STATEMENT

At Melissa Peretti Imagination & Design, I strive to serve my valued and respected clientele through an intentional system of **Satisfaction by Design**.

I provide complete design services that exceed the expectations of clients who desire a proficient, signature interior for their homes. My passion is helping each client achieve their unique vision for their ideal home and lifestyle. Homes that are functional, pleasing, comfortable and inspiring. I do this by providing exceptional and experienced service to complete each unique project on time, on budget, with exceedingly pleasing results.

My process ensures that there is little to no mistakes or problems, and very little impact on your family's time and your home. I take care of all the details for you for a turn-key design, or invite you to be involved in the process as much as you would like.

*I am committed to helping my clients live their best lives in their homes.
Uniquely beautiful and perfectly practical interior design for modern life.*

At MPI+D, my goal is to make the design/build process an enjoyable one. Experience has shown me that knowledge of standard procedures helps clients feel comfortable for the duration of the project. With that in mind, here's a detailed overview of what you can expect when you choose to work with me:

STEP 1 **Consultation** with Melissa Peretti

We will meet in your home for a collaborative client designer interview. We'll discuss the details of your space, your goals, use, frustrations, time frame, budget and what inspires you. Finally, we will determine the scope of the proposed project.

STEP 2 **Signing of agreement, collection of Design Phase fees**

Once the scope of the project is determined and agreed upon, I will be able to quote you the Design Phase fee. We will review the process of working together and the terms of my Designer Client Agreement. The Designer Client Agreement will detail the scope of the project, fee structure, policies and procedures, and designer and client responsibilities. You will be invoiced for the Design Phase fee at this time.

STEP 3 **Project Proposal sent.** Set up of collaborative softwares: Mydoma and Pinterest

I will send you the notes from the consultation outlining the scope of work for the entire project, our design intent and goals, initial estimated timeline, plus all my preliminary ideas. I will create a Pinterest board for both of us to propagate with inspirational imagery, and send you a password and login instructions for your Mydoma project suite. The Research, Design and Presentation Phase can begin once the design proposal is signed and payment has been collected.

Research, Design and Presentation Phase

STEP 4 **On-site measurements, photos and final criterion meeting** and Trade Day (if applicable)

I will return to your home to take all necessary measurements and photos of the space. If we foresee the need for trade work, I will invite trades to visit and discuss the project. They may submit a written estimate outlining their involvement and cost for labour and/or materials. These estimates will be presented to you along with your design plan at the Final Presentation.

STEP 5 **Preliminary Design:** execution of drawings, sourcing goods and furnishings, procuring estimates

This is where I design your inspiring space! The Preliminary Design Concept for your space includes floor plans, rendering space ideas, colour scheme and a mood board. The concept will consider and include floor coverings, a lighting plan, furniture and accessory selections, and budget estimates for trade work and/or artisans. In other words, this is where it all comes together, every detail considered and the magic begins!

While I work on your Preliminary Design, there will be ongoing communication to discuss different elements of the design. You will be presented with carefully edited selections that represent the best choices for your space to creating the design scheme. This can be a time-consuming process and will likely require several weeks, depending on the scope of your project.

You'll provide feedback and we'll narrow down the options to the best one for each element and I will incorporate any feedback and preference you may have.

STEP 6 Final Presentation and Budget Meeting: of furnishings/materials and estimates; collection of Project Management Phase fees and of purchase deposit

I will schedule presentation meeting once I've finalized your Preliminary Design Concept is finalized. All decision-makers must be present at this meeting. We will review the design in detail and you will be presented with drawings, photos, and samples (fabrics, flooring, wallpaper, paint chips) for each element in the design.

You will be able to visualize what the finished space will look like. This presentation will address all of your wants and needs for your project based on previous meetings and discussions. You will be given a budget outlining the cost of each item, and work orders to sign off on where necessary/appropriate. If changes need to be made to the plan in general, scope of the work, or to individual items, this will be the time to make those adjustments.

Timely approval of the design scheme is crucial in order to maintain accurate pricing and ensure the availability of some design elements (custom work or vintage pieces, for example). If the design is not approved in a timely manner, there may be additional costs associated with replacing items that are no longer available. Once the design has been approved and all elements are finalized, the fee for Project Management and Installation Phase will be quoted (if desired) and collected at this time. An initial deposit for purchase expenses will also be collected.

Project Management and Installation Phase

STEP 7 Placement of Orders: assessment of delivery lead times

Purchases will be made, orders tracked and any back-ordered/discontinued items are noted, if applicable. If we do run up against discontinued or back-ordered items, we'll decide whether or not to re-select these items. To the best of my abilities, I hold vendors accountable for their projected time frames, however timelines do sometimes need to be adjusted.

STEP 8 Initiation of Trade Work (if applicable) or client-implemented projects

Development and construction of your project begins. Every detail will be managed to ensure a timely and successful completion. I will collaborate with builders, vendors and fabricators and make site visits as necessary. If trades are not being used, we will create a schedule for you to execute any work that needs to be done to the space or projects that you've decided to tackle yourself.

STEP 9 **Budget and Process Review**

We will schedule a brief meeting to review outstanding issues or any changes that need to be made. This meeting is to ensure that all work (trades or DIY) is on track and to your satisfaction. We'll review the status of your furniture orders, any concerns or questions you may have, our payment schedule, and timeline.

For certain larger scale projects, a second budget meeting will occur closer to the end of the project if you've changed any orders to ensure that the budget is being adhered to. Monthly invoices for purchase expenses will be sent out if the purchasing amounts exceed the initial deposit made.

STEP 10 **Gathering and Installation Period** continues and receipt of orders

This is where the vision becomes reality. All work by trades (or the home owner) has been completed. Furniture is delivered, window treatments installed, rugs laid, accessories placed and art hung. If possible, I'll do this all in one day so that you get the "wow" effect when you return home. (When dealing with larger furniture pieces, this will not be possible and they will be installed when delivered.)

STEP 11 **Final Furniture Installation and Styling.** Professional Photography

Styling is what elevates your space to magazine quality status. It refers to adding those finishing touches and follows a different process than the rest of the design. Before the installation I will go to a variety of stores and online sources (like Etsy) and choose accessories for your space, including art, lamps, throws, vases, candles, and more. On installation day, I will place them throughout your space and provide you with the cost of each item. You will have a couple of days to decide what you would like to keep. You'll pay for those items and I'll return the rest.

Finally, your made-over space is photographed. These images will be shared with you and posted on my website and social media. Publication of these images in local or national media, if applicable, will be discussed with you.

STEP 12 **Client Reveal & Final Walk Through.** Deficiencies addressed

Although I strive for perfection, tweaks and touch-ups are sometimes necessary. We will walk through your newly designed space (either on the day of the reveal or a different day) and create a deficiencies list of anything outstanding or in need of attention (such as paint touch-ups or a missing lamp). I will arrange to have each item on the list addressed as quickly and efficiently as possible.

STEP 13 **Resolving Deficiencies with Trades and/or Vendors** (if applicable)

For the majority of projects, this isn't necessary. In the unlikely event there are deficiencies that involve trades and/or vendors, I will coordinate with them to resolve it within 14 business days.

STEP 14 **Client Closure Meeting** and presentation of final invoices

We'll close out the project with a final meeting where we will review the entire project and I will present you with the final invoices. There will be outstanding invoices from delivery companies, styling items, and any outstanding additional design fees which we will present to you at the Client Closure Meeting. I will ensure that you are fully satisfied with your new space.

STEP 15 **Thank you & Project Completion**

Settle in, relax and start enjoying your family and life in your new space!

I will also graciously ask for any feedback, reviews and referrals with a short online survey form.

My process ensures that there is little to no mistakes or problems, and very little impact on your family's time and your home. I take care of all the details for you for a turn-key design, or invite you to be involved in the process as much as you would like.

Client's Role

I believe that good, thoughtful design should be a collaborative process between Designer and Client. I rely on the information obtained during the initial consultation and subsequent meetings to uncover your goals, ideas and design style. I know the right questions to ask and how to determine and understand your design needs.

I will ask you to complete my Design Questionnaire. This is a valuable tool I use to understand how you live, what you like, and your style preferences. While I create unique spaces for each client, I utilize Pinterest, Houzz, magazine photos, etc. as inspiration images for us to visually communicate style preferences. We will also communicate and collaborate through my design software Mydoma (like an old school designer's binder), where you will have access to your floor plans, renderings, mood board, and see real time product suggestions where you can approve or comment on my

suggested selections. This keeps me connected to your style preference so everything included in your Final Design Presentation is something you already love.

In order for a project to be successful I believe that clients need to ask questions and provide input. I do my best to keep you informed throughout the process providing you with weekly updates and project summary lists. If you ever have ideas to add, questions or concerns about any part of the project, process or product, I urge you to communicate them with me.

I strive to make this process a great experience for you. I do all the heavy lifting and take care of the tiniest details so you don't have to. Satisfaction by Design delivers efficient interiors to be inspired in.