

THE SYSTEM

Built by Mazzola Construction and Consulting for our Customers.



A Better Way to Build a Custom Home

Building a custom home should be exciting—not overwhelming.

At **Mazzola Construction**, we understand that even the most experienced homeowner can have questions before starting a major custom home project:

- *Will we stay on budget?*
- *How will we keep track of all the selections?*
- *Who makes sure everything is being built correctly?*
- *Will I know what is happening throughout construction?*
- *What happens if I want to make a change?*
- *Who is looking out for my investment?*
- *And most importantly—will someone still answer the phone after we move in?*

Those questions are exactly why we created **THE SYSTEM**.

Since 1991, Mazzola Construction has continuously refined the way we design, price, organize, build, inspect and service custom homes. Over three decades of experience have helped us develop a comprehensive building process designed around one goal:

Protect the customer, protect the investment, and make building an exceptional home an enjoyable experience.

THE SYSTEM brings together our pricing controls, design process, selection management, scheduling, communication, field supervision, quality control and post-construction service into one organized process.

It is what we call **The Mazzola Treatment**.

Because building a luxury home should go far beyond the hammer and nails.



Mazzola Team Jim- Dawn-John Win the Parade of Homes and Builder Leadership Awards.

1. CONFIDENT PRICING

Know Where Your Investment Is Going

One of the biggest concerns when building a custom home is cost.

We understand. That is why Mazzola uses multiple layers of pricing information instead of relying solely on general square-foot estimates or outdated historical numbers.

Our pricing process includes:

- A detailed, continually refined **Mazzola pricing matrix**
- Cost history from several of our most recent comparable homes
- Current pricing directly from subcontractors, suppliers and vendors
- Technology-assisted cost analysis to compare and evaluate pricing
- Adjustments based specifically on **your design, site, materials and selections**
- A detailed review by our team before final pricing is presented

The result is a pricing process designed to provide a much clearer picture of your expected investment before construction begins.

Approximately 90 Cost Categories

Your project is broken into approximately **90 individual pricing categories**, allowing you to see where your money is being invested.

Depending upon the project, these may include:

- Excavation and site development
- Concrete
- Framing
- Windows and exterior doors
- Roofing
- Exterior finishes
- Electrical
- Plumbing
- HVAC
- Insulation
- Drywall
- Cabinets
- Countertops
- Flooring
- Tile
- Interior doors and millwork

- Appliances
- Lighting
- Landscaping
- Allowances and specialty features

Your home's pricing is developed around the **actual home we design together**, rather than forcing your dream home into a generic pricing formula.

2. FINANCIAL TRANSPARENCY

Clarity Creates Confidence

For applicable projects, Mazzola offers a **cost-plus construction model** designed to provide an exceptional level of transparency.

You can see where your money goes.

Typically, each construction draw includes:

- Contractor and supplier invoices
- Current project expenses
- Updated project costs
- Applicable general contractor fees
- Supporting cost documentation

**What Makes
A Good
Investment?**



You have the opportunity to review your construction costs before approving the draw.

There should be no mystery surrounding one of the largest investments you will ever make.

Our general contractor fee incorporates the business infrastructure required to professionally manage your project, including items such as:

- Project management
- Scheduling
- Insurance
- Administrative support
- Field supervision
- Quality control
- Warranty obligations
- Business overhead and Contractor profit

Transparency isn't an upgrade at Mazzola. It is part of THE SYSTEM.

3. DESIGNING YOUR HOME

First We Listen. Then We Design.

Great custom homes rarely begin with a blueprint.

They begin with a conversation.

Before worrying about rooflines, cabinet colors or countertops, we want to understand **how you live**.

We talk about things like:

- How your family will use the home
- Bedrooms and bathrooms
- Kitchens and entertaining
- Home offices
- Fitness spaces
- Garages and vehicle storage
- Mudrooms and laundry rooms

Outdoor living

- Views and natural light
- Privacy
- Storage
- Future family needs
- Aging-in-place considerations
- Architectural style
- Materials, colors and finishes

Bring us your ideas.

Bring us photographs.

Bring us Pinterest boards, magazine pages, sketches and inspiration.

And if you aren't sure what you want yet, that is perfectly fine too.

Helping you discover it is part of our job.



4. THE PROFESSIONAL SERVICES AGREEMENT

Turning Ideas Into Something Buildable

Our custom design process typically begins with a **Professional Services Agreement**.

This allows our team to begin working on your behalf to develop a buildable home design and meaningful construction budget.

The process generally includes:

- Initial design consultation
- Site considerations
- Floor-plan development
- Exterior design
- Preliminary product discussions
- Construction feasibility
- Budget development
- Plan refinement
- Buildable construction drawings

A **\$2,500 initial deposit** begins the process.

Once the design and pricing are complete, you decide whether you would like to move into construction.

If you choose to proceed, we continue refining the details, review a fair building contract, review timelines, and begin the permitting and preconstruction process.

If you choose not to build, you still leave the process with the work product developed, designs and related pricing under the Professional Services Agreement.

No pressure.

Just an organized process for making an informed decision.



5. DESIGN TAKES TIME—AND THAT’S A GOOD THING

We Would Rather Get It Right on Paper

A quick estimate can be easy.

An accurate custom-home plan takes more thought.

We spend time making sure rooms flow properly, spaces are appropriately sized and your home reflects the way you actually want to live.

Our design progression generally looks like this:

Ideas → Floor Plan → Refinement → Exterior Design → Product Direction → Pricing → Final Adjustments → Construction

Once the primary floor plan is established, we develop additional levels and exterior elevations.

Depending upon complexity and response times, a complete design can often be developed over approximately **40–60 days**.

And even after construction begins, thoughtful refinements can continue.

Custom means custom.

We expect your home to evolve as ideas become reality.

6. YOUR PERSONALIZED SELECTION SYSTEM

Hundreds of Decisions—Organized Into Manageable Steps

A luxury custom home can involve hundreds of product and finish decisions.

Trying to select everything at once would overwhelm almost anyone.

So we don’t.

THE SYSTEM organizes selections according to the order in which they will be needed during construction.

Your selection process may include:

- Exterior materials
- Windows
- Roofing

- Siding and stone
- Exterior colors
- Interior doors
- Millwork
- Cabinets
- Countertops
- Plumbing fixtures
- Flooring
- Tile
- Appliances
- Lighting
- Hardware
- Paint colors
- Specialty finishes
- Outdoor living features



Our selection-tracking system creates a **product tree for your home**, helping our team and yours stay aligned.

Selections can be documented, priced and updated as the project progresses.

You are not expected to remember everything.

THE SYSTEM remembers for you.

7. WE HELP YOU MAKE THE FUN DECISIONS

Inspiration Without the Intimidation

This is one of our favorite parts of custom building.

Some customers know exactly what they want while others want guidance.

Most are somewhere in between.

Our team can help you evaluate materials, colors, products, layouts and value-conscious alternatives.

Depending upon your needs, you may work with:

- The Mazzola Construction Team
- Our product acquisition specialists
- Flooring and tile professionals



- Cabinet designers
- Lighting specialists
- Plumbing specialists
- Exterior product professionals
- Interior/exterior design professionals

Jim and John are also actively involved in helping customers evaluate options, solve design challenges and create those little details that make a home special.

Have a unique idea?

Good.

We love custom.

Show us the picture.

Sketch it on a napkin.

Send us the inspiration.

Then let our team figure out how to build it.



8. BEFORE WE ORDER, WE VERIFY

Details Matter

Luxury homes require coordination.

Before major products are ordered or installed, our team works to verify critical information.

Depending upon the stage of construction, this can include reviewing:

- Cabinet layouts
- Bathroom layouts and tile designs
- Appliance specifications
- Plumbing locations and electrical layouts
- Lighting locations, can lights, speakers and ceiling fans
- Specialty outlets
- Built-ins and beams
- Interior finishes and exterior colors
- Product selections

Measurements and layouts are reviewed so the products arriving on site match the intended design as closely as possible.

Measure. Review. Confirm. Then build.

That discipline helps reduce surprises.

9. THE PRODUCTION CYCLE

From Blueprint to Move-In Day

Once plans, pricing and contracts are approved, THE SYSTEM moves into construction.

Most Mazzola custom homes take approximately **7–12 months to build**, depending upon:

- Home size
- Site complexity and architecture
- Weather
- Permitting needs and wetlands
- Product availability
- Level of customization
- Specialty materials
- Customer changes during construction



We build throughout the year and often is winter is better than the uncertainty of Spring.

Once the contract is signed, our team begins working behind the scenes on permitting, purchasing, subcontractor coordination and scheduling.

The construction sequence is carefully coordinated so that:

- The right people arrive at the right time
- Materials are available when needed
- Completed work can be inspected
- The next trade can begin efficiently
- Your selections remain connected to the production schedule

We do not believe craftsmanship should be rushed simply to hit an arbitrary date.

The goal is not merely to finish your home. The goal is to finish it correctly.

10. A PROVEN TEAM

Great Homes Are Built by Great People

A builder is only as strong as the people standing behind the name.

Mazzola has developed relationships with many of its trade partners, craftsmen, subcontractors and suppliers over **decades**.

Some of our working relationships extend more than **25 years**.

That continuity matters.

It creates familiarity.

It creates accountability.

And it creates craftsmanship that can be difficult to reproduce with an ever-changing collection of subcontractors.

Our team approach includes:

- Experienced employees and trade partners
- Licensed and insured professionals where required
- Regular coordination between team members
- Pre-installation discussions
- Field supervision
- Quality-control reviews
- Long-term supplier relationships
- Warranty accountability



We even provide customers with contact information for the key people involved with their project.

You should know who is working on your home.



11. DAILY OVERSIGHT

Someone Is Watching the Details

Custom homes contain thousands of components.

Someone needs to make sure those components come together correctly.

Our operations and field management team coordinates construction, reviews workmanship, manages trades and tracks the details that keep the project moving.

Site activity is continually monitored throughout construction.

Our team works to identify issues before they become larger problems, shares details with you and coordinate solutions when something unexpected occurs.

Because construction will occasionally present surprises.

Experience doesn't mean surprises never happen.

Experience means knowing what to do when they do.

12. WEEKLY CUSTOMER MEETINGS

You Should Never Wonder What's Happening

Communication is one of the most important components of THE SYSTEM.

Throughout active construction, we encourage regular weekly—project meetings.

These meetings give us an opportunity to walk the project together and discuss:

- Current progress
- Upcoming work
- Decisions that need to be made
- Product selections
- Design questions
- Potential changes
- Schedule considerations
- Budget considerations
- Customer questions



Instead of allowing questions to accumulate, we address them throughout the build.

Your home should never feel like a project happening without you.

13. PHOTOS. VIDEOS. PROGRESS.

Watch Your Home Come to Life

Construction changes quickly.

Sometimes dramatically.

Throughout the project, progress updates can include photographs and videos so you can follow the transformation—even when you cannot be on site.

From excavation...

to framing...

to drywall...

to cabinets...

to the moment your vision finally begins looking like home.

Those updates aren't only fun.

They also help document progress and keep everyone connected to the project.

14. CUSTOMIZATION IS EXPECTED

This Isn't a Production House

Mazzola homes are not created on an assembly line.

Our customers regularly customize:

- Floor plans
- Kitchens
- Bars and entertainment areas
- Wine rooms
- Home theaters
- Offices
- Fitness rooms
- Primary suites
- Showers
- Fireplaces
- Stair systems



- Garages
- Outdoor kitchens
- Covered patios
- Pools
- Specialty ceilings
- Cabinetry
- Lighting
- Technology
- Landscaping

Some ideas will increase cost.

Some may actually reduce it.

And some are simply better ways to build the home.

Our job is to help you understand the options so **you can decide what creates the most value for you.**

15. QUALITY CONTROL BEFORE CLOSING

We Walk It Before You Live In It

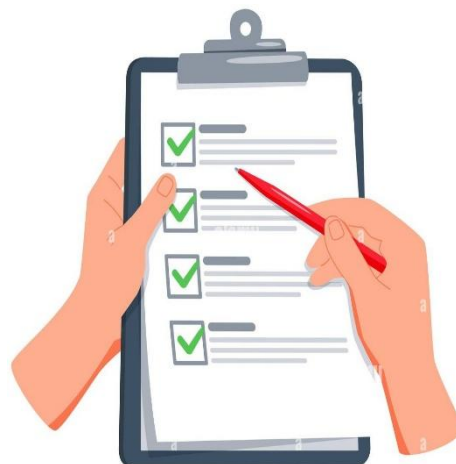
As your home approaches completion, we begin a detailed review process.

Our team walks the home multiple times to identify items needing adjustment, completion or touch-up.

Then we walk it with you.

We review things such as:

- Finish details
- Doors and hardware
- Cabinets
- Countertops
- Flooring
- Tile
- Paint
- Fixtures
- Appliances
- Plumbing



- Electrical
- Exterior details
- Mechanical systems
- Customer-requested corrections

The goal is simple:

When it is time to hand you the keys, we want the home to feel finished.

With the required occupancy approvals completed, **your house officially becomes your home.**

16. AND THEN WE DON'T DISAPPEAR

Our Relationship Continues After Closing

A builder's commitment should not end when the final check clears.

Homes are complex systems.

Wood adjusts.

Seasons change.

Materials settle.

Questions come up.

And occasionally something needs attention.

That is why the Mazzola team remains available after move-in.

Need service? Email MazzolaCC@gmail.com with:

- Your name
- Address
- A description of the concern
- Photographs when helpful

Our team will review the request, coordinate the appropriate people and arrange service when necessary.

Your home includes our standard **one-year builder warranty**, along with applicable manufacturer and subcontractor warranties.

Ask us about available **7–10 year extended warranty protection** as well.

17. THE MAZZOLA DIFFERENCE

Experience You Can Feel, See and Touch

Mazzola Construction intentionally builds a limited number of homes each year.

Why?

Because personal attention does not scale infinitely.

Our typical annual production of approximately **10–13 homes** allows us to remain actively engaged with each customer and project.

Many of the homes we build represent investments ranging from approximately **\$800,000 to more than \$3 million**.

Our customers expect:

- Creativity
- Organization
- Responsiveness
- Craftsmanship
- Transparency
- Sophisticated design
- Attention to detail
- Financial accountability
- Professional project management
- Service after completion

So do we.



WHAT DOES THE SYSTEM REALLY PROVIDE?

It provides something that is difficult to put on a blueprint.

Confidence.

Confidence that someone is watching the project.

Confidence that your selections are being tracked.

Confidence that your subcontractors are coordinated.

Confidence that your plans are being reviewed.

Confidence that you will know what is happening.

Confidence that questions will be answered.

Confidence that quality matters.

Confidence that we all review costs and budgets.

Confidence that you have an experienced team beside you before, during and after construction.

YOU DREAM IT.

WE ORGANIZE IT.

TOGETHER, WE BUILD IT.

A remarkable home isn't created by accident.

It takes imagination, planning, coordination, craftsmanship, communication and hundreds of carefully managed decisions.

That is what **THE SYSTEM by Mazzola** was created to do.

For more than three decades, we have continued refining our process because the homes we build matter—and so do the people who trust us to build them.

Experience the Mazzola Treatment.

Call or Text John: 608-780-8537

Email: MazzolaCC@gmail.com

Visit: MazzolaCC.com for more information.

Let's talk about your ideas, your lifestyle and the home you've been waiting to build.





Building happiness one home at a time!

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