

DEPENDABLE HOME IMPROVEMENT

BRAND IDENTITY AND DESIGN STANDARDS

Crafting Excellence. Building Trust.

Prepared by Cascadia Managing Brands

This brand book is a comprehensive guide to maintaining and consistently promoting Dependable Home Improvement's brand identity across all communication channels. Following these guidelines ensures a cohesive and impactful representation of Dependable Home Improvement in the marketplace.

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INTRODUCTION

About Dependable Home Improvement

Dependable Home Improvement is a premier home improvement and handyman service serving Bergen County, New Jersey, and surrounding areas. Established in 2004, the company has built a reputation for exceptional craftsmanship, reliability, and customer service over more than 20 years of operation.

Core Services:

- General Handyman Services
- Professional Carpentry
- Interior & Exterior Painting
- Complete Home Renovations

Service Area: Dependable Home Improvement serves a 25-mile radius around Bergen County, with dedicated presence in Hackensack, Teaneck, Fort Lee, Fair Lawn, Bergenfield, Paramus, Ridgewood, and Englewood.

Brand Overview

Dependable Home Improvement positions itself as a premium, trustworthy home improvement service that combines traditional craftsmanship with modern professionalism. The brand appeals to homeowners who value quality workmanship, transparent communication, and reliable service.

Brand Essence: Dependable Home Improvement transforms houses into homes through expert craftsmanship and unwavering commitment to customer satisfaction.

Brand Promise: Every project, regardless of size, receives the same level of attention, expertise, and dedication. We don't just complete projects—we build lasting relationships with our clients.

Brand Values

Excellence in Craftsmanship We take pride in delivering superior workmanship on every project. Our team consists of skilled professionals who treat each home as if it

were their own.

Reliability & Dependability Our name reflects our core commitment. Clients can count on us to show up on time, complete work as promised, and stand behind our results with a 100% satisfaction guarantee.

Transparency & Trust We believe in honest communication, fair pricing, and clear expectations. No hidden fees, no surprises—just straightforward, professional service.

Community Connection As a local Bergen County business, we’re invested in our community. We serve our neighbors with the respect and care they deserve.

Continuous Improvement We stay current with industry best practices, materials, and techniques to provide our clients with the best possible solutions for their homes.

BRAND IDENTITY

Logo

The Dependable Home Improvement logo features a distinctive design that combines traditional craftsmanship imagery with modern aesthetics. The logo represents stability, expertise, and quality construction.

Logo Elements:

- **Symbol:** Geometric design suggesting structure, foundation, and precision
- **Wordmark:** “Dependable Home Improvement” in clear, professional typography
- **Tagline:** “Premium Quality Since 2004” reinforces heritage and excellence

Logo Usage Guidelines

Primary Logo The primary logo should be used in most applications. It includes the full company name and tagline.

Minimum Size Requirements:

- **Print:** Minimum width of 2 inches

- Digital: Minimum width of 200 pixels
- Navigation: 96-115 pixels height for optimal visibility

Placement:

- Logo should always be left-aligned in navigation headers
- Maintain prominence without overwhelming other design elements
- Company name should display on maximum 2 lines

DO:

- Use the logo on clean, uncluttered backgrounds
- Maintain proper clear space around the logo
- Use approved color variations only
- Ensure logo is legible at all sizes

DON' T:

- Distort, stretch, or alter logo proportions
- Place logo on busy or conflicting backgrounds
- Change logo colors outside approved palette
- Add effects, shadows, or outlines to the logo
- Rotate the logo at angles

Clear Space Requirements

Maintain clear space around the logo equal to the height of the letter “D” in “Dependable” on all sides. This ensures the logo has breathing room and maximum impact.

No text, graphics, or other elements should intrude into this protected space.

Logo Variations

Full Color Logo Primary application for most uses. Features brown and gold color scheme.

Monochrome Versions

- **All Brown:** For single-color applications
- **All White:** For use on dark backgrounds
- **All Black:** For black and white printing

Background Applications

- **Light Backgrounds:** Use full color or brown logo
 - **Dark Backgrounds:** Use white or gold logo
 - **Photography:** Ensure sufficient contrast; use white logo with subtle shadow if needed
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COLOR PALETTE

Primary Brand Colors

The Dependable Home Improvement color palette was strategically selected to convey reliability, craftsmanship, and premium quality. The brown and gold combination creates a warm, professional, and trustworthy brand identity.

Primary Brown

- **Name:** Dependable Brown
- **Hex:** #654321
- **RGB:** R:101 G:67 B:33
- **CMYK:** C:0 M:34 Y:67 K:60
- **Usage:** Primary backgrounds, headers, main text

Psychological Impact: Brown represents earthiness, stability, natural materials, and traditional craftsmanship. It creates an immediate connection to wood, construction, and the foundation of quality work.

Primary Gold

- **Name:** Premium Gold
- **Hex:** #B8860B

- **RGB:** R:184 G:134 B:11
- **CMYK:** C:0 M:27 Y:94 K:28
- **Usage:** Accents, call-to-action buttons, highlights, headings

Psychological Impact: Gold conveys premium service, excellence, value, and achievement. It elevates the brand positioning from commodity contractor to premium service provider.

Secondary Colors

Warm Cream

- **Hex:** #F5F5DC
- **RGB:** R:245 G:245 B:220
- **Usage:** Backgrounds, sections, cards

Charcoal

- **Hex:** #36454F
- **RGB:** R:54 G:69 B:79
- **Usage:** Body text, secondary headings

White

- **Hex:** #FFFFFF
- **Usage:** Backgrounds, text on dark backgrounds, clean sections

Color Applications

Website:

- Brown backgrounds for hero sections and headers
- Gold for call-to-action buttons and important highlights
- Cream for alternating section backgrounds
- Charcoal for body text ensuring readability
- White for clean, professional sections

Print Materials:

- Brown as primary brand color on business cards, brochures
- Gold foil stamping for premium business cards
- Cream backgrounds for softer, approachable materials

Signage & Vehicles:

- Brown and gold on white backgrounds for maximum visibility
- Ensure sufficient contrast for readability at distance

Accessibility Guidelines

All color combinations must meet WCAG AA accessibility standards for contrast:

Approved Text Combinations:

- Charcoal text on white background ✓
- White text on brown background ✓
- Brown text on cream background ✓
- Gold text on brown background ✓

Avoid:

- Gold text on cream background (insufficient contrast)
- Brown text on gold background (poor readability)

TYPOGRAPHY

Primary Typeface

Playfair Display

- **Classification:** Serif
- **Designer:** Claus Eggers Sørensen
- **Usage:** Headlines, hero text, section headings

- **Weights:** Regular (400), Bold (700)
- **Character:** Elegant, sophisticated, classic with modern refinement

Playfair Display was selected for its elegant serif design that conveys both traditional craftsmanship and contemporary professionalism. The high-contrast letterforms create visual impact while maintaining readability.

Why Playfair Display:

- Sophisticated aesthetic appropriate for premium positioning
- Excellent readability at large sizes for headlines
- Distinctive character that differentiates from competitors
- Pairs well with modern sans-serif body text
- Conveys both heritage and contemporary style

Typography Hierarchy

H1 - Main Headlines

- Font: Playfair Display Bold
- Size: 48-64px (web), 36-48pt (print)
- Color: Brown or White (on dark backgrounds)
- Usage: Page titles, hero headlines

H2 - Section Headings

- Font: Playfair Display Bold
- Size: 36-48px (web), 24-36pt (print)
- Color: Brown or Gold
- Usage: Major section divisions

H3 - Subsection Headings

- Font: Playfair Display Regular
- Size: 24-32px (web), 18-24pt (print)
- Color: Brown or Charcoal

- Usage: Content subsections

Body Text

- Font: System sans-serif (Inter, -apple-system, BlinkMacSystemFont)
- Size: 16-18px (web), 10-12pt (print)
- Color: Charcoal
- Line Height: 1.6-1.8
- Usage: Paragraphs, descriptions, content

Accent Text

- Font: Playfair Display Regular
- Size: 18-24px
- Color: Gold
- Usage: Taglines, pull quotes, emphasis

Web Typography

Font Loading: Playfair Display is loaded via Google Fonts CDN for optimal performance and reliability.

Responsive Scaling: Typography scales appropriately across devices:

- Desktop: Full size hierarchy
- Tablet: 90% of desktop sizes
- Mobile: 80% of desktop sizes with adjusted line heights

Readability:

- Maximum line length: 75 characters
 - Adequate line spacing: 1.6-1.8
 - Sufficient contrast ratios for all text
 - No text smaller than 14px on mobile
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BRAND VOICE & MESSAGING

Tone of Voice

Dependable Home Improvement's brand voice is **professional yet approachable, confident yet humble, expert yet educational.**

Professional: We communicate with the expertise and reliability expected from a 20-year-established business. Our language is clear, precise, and demonstrates deep knowledge of home improvement.

Approachable: We avoid industry jargon and technical language that alienates homeowners. We explain processes clearly and welcome questions without condescension.

Confident: We stand behind our work with a 100% satisfaction guarantee. Our messaging reflects certainty in our capabilities while avoiding arrogance.

Trustworthy: We communicate with honesty and transparency. We set realistic expectations, provide clear timelines, and never make promises we can't keep.

Educational: We position ourselves as helpful advisors, not just service providers. We share knowledge through blog content, how-to guides, and project consultations.

Brand Messaging Pillars

1. Craftsmanship Excellence “We don't just complete projects—we craft solutions. Every detail matters, every corner is finished properly, and every client receives work we're proud to sign.”

2. Reliability You Can Count On “Our name says it all. When we commit to a timeline, we meet it. When we quote a price, we honor it. When we promise quality, we deliver it.”

3. Transparent Partnership “No hidden fees. No surprise charges. No confusing contracts. Just honest communication, fair pricing, and straightforward service from start to finish.”

4. Local Community Connection “We're your Bergen County neighbors. We live here, work here, and care about this community. Your home is our community, and we

treat it accordingly.”

5. Experience That Shows “Twenty years of transforming houses into homes. Over 1,500 completed projects. Hundreds of satisfied clients. Experience you can see in every detail.”

Key Messages

For Homeowners Seeking Reliability: “Dependable Home Improvement has served Bergen County for over 20 years because we do exactly what we promise. On time, on budget, and done right.”

For Quality-Conscious Clients: “We’re craftsmen first, contractors second. Every project receives the same meticulous attention whether it’s a bathroom renovation or a simple repair.”

For First-Time Home Improvement Clients: “We guide you through every step of the process with clear communication, realistic timelines, and transparent pricing. No question is too small.”

For Repeat Customers: “Thank you for trusting us with another project. We’re honored to be your go-to home improvement partner.”

Tagline

Primary Tagline: “Crafting Excellence. Building Trust.”

This tagline encapsulates both the technical expertise (crafting excellence) and the relationship foundation (building trust) that define Dependable Home Improvement.

Secondary Tagline: “Premium Quality Since 2004”

This reinforces heritage, experience, and consistent quality over two decades.

VISUAL IDENTITY

Photography Style

Dependable Home Improvement's visual identity relies heavily on authentic project photography that demonstrates real work, real results, and real craftsmanship.

Photography Principles:

Authenticity Over Perfection Use actual project photos rather than stock imagery. Real before/after transformations build more credibility than staged professional photography.

Well-Lit & Clear All photos should be well-lit with natural or supplemental lighting. Avoid dark, grainy, or unclear images that don't showcase quality work.

Detail Shots Include close-up photography that highlights craftsmanship details: clean corners, smooth finishes, precise cuts, quality materials.

Context & Scale Show full room or project views that provide context and help prospects visualize transformations in their own spaces.

Human Element Include occasional photos of the team at work (with proper safety equipment) to humanize the brand and build connection.

Imagery Guidelines

Before/After Photography:

- Same angle and lighting for both photos
- Clear labels: "BEFORE" and "AFTER"
- Side-by-side presentation for immediate visual impact
- Include brief description of work completed
- Highlight specific improvements and transformations

Project Photography:

- Capture multiple angles of completed work
- Include detail shots of quality finishes

- Photograph in natural daylight when possible
- Ensure spaces are clean and staged appropriately
- Remove clutter and personal items

Team Photography:

- Professional but approachable portraits
- Team members in branded apparel
- Workshop and office environment shots
- Action shots of team working on projects
- Authentic expressions and natural poses

Facility Photography:

- Clean, organized workshop spaces
- Professional equipment and tools
- Quality materials and supplies
- Organized storage and staging areas

Before/After Presentations

Before/after galleries are the most powerful marketing tool for home improvement services. Proper presentation is critical:

Side-by-Side Layout: Present before and after images next to each other, not as sliders or overlays. This allows immediate visual comparison without interaction.

Consistent Framing: Take before and after photos from the exact same position and angle. This emphasizes the transformation rather than photographic differences.

Clear Labeling: Always label images clearly as “BEFORE” and “AFTER” to avoid confusion.

Project Details: Include brief description of work performed, timeline, and key improvements. Help viewers understand what changed and why.

Variety: Showcase diverse project types: decks, bathrooms, kitchens, basements, exteriors, carpentry, painting. Demonstrate full range of capabilities.

Iconography

Icon Style:

- Simple, clean line icons
- Consistent stroke weight
- Brown or gold coloring
- Minimal detail for clarity at small sizes

Icon Applications:

- Service category indicators
- Process step illustrations
- Feature highlights
- Navigation elements
- Social media icons

Icon Subjects:

- Hammer and tools (craftsmanship)
- House outline (home improvement)
- Checkmark (quality guarantee)
- Calendar (scheduling)
- Shield (insurance/protection)
- Star (premium service)

BRAND APPLICATIONS

Website

The Dependable Home Improvement website serves as the primary digital presence and lead generation platform.

Design Principles:

- Clean, professional layout with generous white space
- Brown and gold color scheme throughout
- High-quality project photography prominently featured
- Clear calls-to-action on every page
- Mobile-responsive design for all devices

Key Elements:

- Video background in hero section showing craftsmanship
- Left-aligned logo (115px) with company name on 2 lines max
- Sticky navigation with smooth scroll transitions
- Multi-language support (English, Russian, Spanish)
- Before/after project gallery with side-by-side layouts
- Interactive service area map
- Multi-step contact form for lead qualification
- Dynamic testimonials with verified badges
- Review platform integration (Angi, Google, BBB)
- Blog with educational content
- Comprehensive FAQ section
- Location-specific landing pages

Typography:

- Playfair Display for all headings
- System sans-serif for body text
- Minimum 16px font size for readability
- High contrast for accessibility

Imagery:

- WebP format for optimized loading
- Lazy loading for performance
- Alt text on all images for SEO and accessibility

- Authentic project photos, no stock imagery

Social Media

Platform Presence:

- Facebook: Community engagement, project showcases
- Instagram: Visual portfolio, before/afters, behind-the-scenes
- LinkedIn: Professional network, B2B opportunities
- Yelp: Reviews and local discovery

Visual Guidelines:

- Profile images: Dependable Home Improvement logo on white background
- Cover photos: High-quality project photography with brown overlay and gold text
- Post imagery: Consistent brown/gold color treatment
- Branded graphics: Logo in corner, consistent typography

Content Strategy:

- Project showcases with before/after photos
- Customer testimonials and reviews
- Educational tips and advice
- Seasonal promotions
- Team spotlights
- Community involvement

Tone:

- Professional but friendly
- Educational and helpful
- Responsive to comments and questions
- Grateful for reviews and referrals

Print Materials

Business Cards:

- Brown background with gold accents
- White text for contact information
- Logo prominently featured
- Tagline included
- Premium cardstock with possible gold foil

Brochures:

- Tri-fold or bi-fold format
- Brown and cream color scheme
- High-quality project photography
- Service descriptions with icons
- Clear contact information and calls-to-action
- Testimonials and credentials

Flyers:

- Promotional offers and seasonal specials
- Eye-catching headlines in Playfair Display
- Before/after imagery
- Clear offer details and expiration
- Multiple contact methods

Estimates & Invoices:

- Professional letterhead with logo
- Clear, itemized pricing
- Terms and conditions
- Payment options
- Satisfaction guarantee statement

Vehicle Wraps

Design Approach:

- Clean, readable design visible at distance
- Brown and gold on white background for maximum contrast
- Large, clear company name and phone number
- Website URL prominently displayed
- Logo on both sides and rear
- Service list with icons
- “Serving Bergen County Since 2004”

Readability:

- Minimum 3-inch letter height for phone number
- High contrast colors for visibility
- Avoid excessive detail or small text
- Consider viewing distance and speed

Signage

Yard Signs:

- Double-sided for visibility from both directions
- Weather-resistant materials
- Brown and gold on white background
- Company name, phone number, website
- “Another Quality Project by Dependable Home Improvement”

Storefront/Office:

- Professional channel letters or dimensional signage
- Illuminated for visibility
- Consistent with brand colors and typography
- Clearly visible from street

Trade Show Displays:

- Retractable banner stands
 - Large format project photography
 - Clear service descriptions
 - Contact information and QR code
 - Branded tablecloth and materials
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BRAND STANDARDS COMPLIANCE

Maintaining Brand Consistency

Consistent application of these brand guidelines across all touchpoints creates a cohesive, professional, and memorable brand experience.

Brand Guardianship: All marketing materials, communications, and brand applications should be reviewed for compliance with these guidelines before publication or distribution.

Approved Vendors: Work with designers, printers, and vendors who understand and respect brand guidelines. Provide this brand book to all partners.

Quality Control: Review all materials for:

- Correct logo usage and sizing
- Proper color application
- Appropriate typography
- Brand-appropriate imagery
- Consistent tone of voice
- Accurate company information

When to Deviate

These guidelines provide a framework for consistency, but occasional flexibility may be necessary for specific applications or constraints.

Acceptable Deviations:

- Technical limitations (e.g., single-color printing)
- Platform-specific requirements (e.g., social media dimensions)
- Accessibility accommodations
- Cultural or language adaptations

Unacceptable Deviations:

- Using unapproved logos or variations
- Changing brand colors arbitrarily
- Using inappropriate imagery or messaging
- Misrepresenting company capabilities or credentials

Updates & Revisions

This brand book is a living document that may evolve as the business grows and market conditions change.

Review Schedule: Brand guidelines should be reviewed annually and updated as needed to reflect:

- New services or capabilities
- Expanded service areas
- Updated contact information
- Evolved design trends (while maintaining core identity)
- Customer feedback and market research

CONCLUSION

The Dependable Home Improvement brand represents over 20 years of commitment to excellence, reliability, and customer satisfaction. These brand guidelines ensure that every interaction—whether digital, print, or in-person—reinforces the values and quality that have made Dependable Home Improvement a trusted name in Bergen County.

By maintaining consistency in visual identity, messaging, and customer experience, we strengthen brand recognition, build trust, and differentiate Dependable Home Improvement in a competitive marketplace.

Remember: Every project is a brand ambassador. Every customer interaction is a brand experience. Every material we produce represents our commitment to excellence.

Prepared by Cascadia Managing Brands

For questions about brand guidelines or assistance with brand applications, contact Cascadia Managing Brands.

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