

ESSENTIAL POOL PLANNING QUESTIONS

Thank you for visiting our website. We are pleased to see you are interested in more information and we will provide you with the **"Who, What, Where, Why and When"** answers to your questions.

Who is the best pool company?

- 1. REFERRALS** – Ask your neighbors, friends, co-workers, business associates to see if they have any experience with pool builders.

CONSIDER THESE INQUIRIES:

Q: How was the communication with the company from start to finish?

A: We are a family owned business with designated designers, superintendents, job foremen who provide updates and good communication throughout the process.

Q: Did they meet the team members from the company?

A: You will be able to meet our team members so you know who is behind the phone.

Q: How long did the project take? All things considered, was it a reasonable amount of time?

A: We strive to complete projects on time and it is great to have a realistic expectation. Weather is not our friend and bad weather can delay construction. Typically, pools can be completed in as little as 6 weeks depending on the features and construction site.

Q: Were there any unforeseen or unexpected costs?

A: There typically are no unexpected costs because the contract is based on a start to finish project. If you make changes, prices will be subject to change along with potential delays in gathering new materials.

Q: Was there a final walk through and were they able to voice any concerns?

A: Every build has a final walk through with the owner of our company and the job superintendent to ensure everything has been completed and the quality of the work is excellent.

Q: Are they satisfied and would they recommend this builder?

A: We take pride in everything we build and happy customers are a must.

2. **REVIEWS** – Satisfied and unsatisfied consumers write reviews. Websites will have customers testimonials but go beyond that.

CONSIDER THESE INQUIRIES:

- **GOOGLE:** We have a 4.9 rating
- **FACEBOOK :** We have numerous reviews
- **BETTER BUSINESS BUREAU:** We are an A+ accredited business
- **HOUZZ:** We are a 5.0 star professional
- **ANGIE'S LIST:** We have an A rating

What is the pool building process?

1. **CONSULTATION** – Set up a meeting to receive ideas, preliminary budget, available space in your yard, rules & regulations.

CONSIDER THESE INQUIRIES:

Q: How are we going to use the pool?

A: Laps, family enjoyment or exercise.

Q: Is our yard large enough and how will we know?

A: A pool must be built inside the setbacks on your property & you must have enough room for our equipment to move about successfully.

Q: Do I have a plat/survey of my property?

A: Before a permit can be pulled a plat is required.

Q: How long is the process?

A: 8 weeks build time.

Q: What do I need to do?

A: Acquire your plat, secure financing and decide on a budget.

Q: What happens to my yard?

A: Your yard is an excavation site and it will look similar to a building site. Landscaping after the pool build will be a must.

Q: Is financing available?

A: We partner with several lending companies that provide pool loans.

2. CONSTRUCTION – You've signed the contract, so what's next?

CONSIDER THESE INQUIRIES:

Q: Is there a project manager?

A: Our expert field superintendent and construction manager have years of experience building residential pools. Our owner often act as points of contact on our projects and work closely with our field superintendent and construction manager throughout construction.

Q: How will I know what is happening during the process?

A: Our expert field superintendent will be in contact with you during the entire process.

Q: Will weather delay my project?

A: Yes, weather is our biggest delay.

Q: Is there a warranty?

A: We provide an industry leading warranty package on all of our pools projects.

Where on my property can the pool be built?

1. LOCATION – The pool typically will need to be inside the setbacks on your property.

CONSIDER THESE INQUIRIES:

Q: How much room does the crew need for their equipment access?

A: We will need 8' – 10' feet side access to bring in our equipment. We will need approximately 10' from the back of your house and setbacks for an equipment working area.

Q: Are there any obstacles in the way?

A: If you have trees in the way, they will need to be removed. If you have an irrigation system, it will need to be moved. Septic systems need to be located to ensure they are also not in the way.

Q: What will be done with the extra dirt?

A: The extra dirt is hauled away, unless you would need it for some other area in your yard.

Q: Do I need a retaining wall?

A: This depends on the slope of your property. Some properties must install a retaining wall. You can also add a retaining wall for design purposes only.

Q: What about my underground utilities, sprinkler system, etc.?

A: PUPS will come & check your yards for all utility lines, cable lines, etc. A sprinkler system would need to be re-routed along with any other lines that were not detected by PUPS. (Palmetto Utility Protection Service)

Q: Where will be pool equipment be located?

A: The pool equipment is generally placed near the back of your home & will set on a concrete pad. Typically, we like to set these units within 30' of the swimming pool for optimal hydraulics.

2. HOA RULES & REGULATIONS – Most neighborhoods are part of a Homeowners Association.

CONSIDER THESE INQUIRIES:

Q: Do I have to apply for HOA approval?

A: If you have a Home Owner's Association, you must receive their approval.

Q: Is there a fee to apply?

A: Some HOA's charge a fee, while others do not.

Q: What kind of information will I need?

A: You will need a drawing of your pool on your plat (which we will provide) & basic information about the pool (which we will also provide).

3. BUILDING PERMITS – Permits are required in South Carolina to build a swimming pool on your property.

CONSIDER THESE INQUIRIES:

Q: Do I really need a building permit?

A: We need a building permit for every pool that we install. We will apply for a pay for the building permit. We will need your HOA approval letter to do this.

Q: Do I apply for this permit?

A: We apply for your permit.

Q: Is there a fee to apply?

A: Your contract covers the permit fees as well.

Why ask questions?

1. INVESTMENT – Will building a pool increase the value of my home?

CONSIDER THESE INQUIRIES:

Q: If the value of my home is increased, by how much?

A: According to some relators and areas a pool is a major benefit added to a property. Some houses in the Charleston sell better with a pool. Will this make selling my home easier? Remember that an improperly built swimming pool would work negatively against your house and potentially end up costing you more money.

Q: *Will this make selling my home easier?

A: Many people in the lowcountry area are very interested in having a pool in their backyard, even when neighborhoods provide a community pool so they can enjoy their own backyard.

2. BENEFITS – How am I going to benefit by building a pool on my property?

CONSIDER THESE INQUIRIES:

Q: Will I get years of enjoyment from a pool?

A: We believe, “The tans will fade but the memories will last forever.”

Q: Will this increase our family get together opportunities?

A: Everyone loves the atmosphere and togetherness a backyard retreat offers.

Q: Will our children use the pool?

A: Children learn how to swim easily and they will enjoy the pool even when they are very young. Remember the first rule, feet first.

Q: Will I be able to exercise in the pool?

A: Swimming is a great form of exercise and you can help design your pool to receive the maximum swimming area.

Q: What are the other health benefits from a pool?

A: The sound and sight of water has often been described as having a calming effect on anyone who it around it. Also, having your children and family enjoying the pool will also be relaxing.

When should I begin planning?

1. HOME – Is your home already built or are you in the building stage?

CONSIDER THESE INQUIRIES:

Q: How long does the pre-process take?

A: It will all depend on what you have ready. Do you have a plat? Do you have your financing ready? Do you have an idea of your budget?

Q: Will the company need a survey of my property?

A: Yes, and if you don't have a plat – that may take 4-6 weeks depending on how busy

Q: Is there a benefit to designing my pool as my house is being constructed?

A: If your home is being built it is always best to have the electrician pull the proper electrical requirements to prevent having to cut into the drywall in your new house.

2. SEASON – Is this the right time of year to be thinking of a pool?

CONSIDER THESE INQUIRIES:

Q: When do I want to start swimming?

A: If you want to swim in the summer, it is best to plan in the winter.

Q: How far out is the builder's calendar?

A: We build all year around so we are processing contracts and adding to our calendar all year as well.

Q: Are there discounts for signing in the winter?

A: No, we don't have a slow season. Pricing for materials generally go up at the first of the year so if you sign the contract before price increases, these will be honored.

3. FINANCES – How am I going to pay for my new swimming pool?

CONSIDER THESE INQUIRIES:

Q: Do I need a down payment?

A: You will need 20% down, unless you finance the entire project through one of our financial partners.

Q: Will I need to take out a second mortgage?

A: This is an option to finance a pool.

Q: How do the payments work, do I pay in stages?

A: You pay in stages and the pool process materializes.

IN CLOSING

If you have any more inquiries, please don't hesitate to reach out to us and we would be happy to answer all your questions.