



How We Work

A straightforward guide to our process — no surprises, no fine print.

OUR PROCESS, STEP BY STEP

<p>01 First Meeting & Ballpark</p> <p>We meet at your home, hear your vision, and give an honest ballpark — so you decide before spending anything.</p>	<p>02 Full Scope of Work</p> <p>You hire us to write an estimate. We build a comprehensive written scope based on detailed conversations with you — before a single sub is contacted.</p>	<p>03 On-Site Sub Reviews</p> <p>Every subcontractor walks the job and reviews the scope in detail — surfacing code upgrades and logistical issues before they bid, not after.</p>	<p>04 Detailed Estimate</p> <p>Real bids from subs who've reviewed the scope. Every line item visible and explained in your web portal.</p>
<p>05 You Review & Approve</p> <p>Nothing moves forward until you're satisfied. You know what you're approving before a nail is driven. This becomes our working budget.</p>	<p>06 Contracts & Kickoff</p> <p>Contracts built from the agreed budget — scope, costs, and expectations already defined. No vague language.</p>	<p>07 We Build — Transparently</p> <p>Costs tracked in real time. Unused budget credited back. You pay for what actually happens — nothing more.</p>	<p>08 Timing</p> <p>We don't start until all materials are on hand. Inspections create unavoidable gaps — we minimize them and keep the job moving.</p>

Think of it this way: You are the composer — you create the vision. Our project manager is the conductor of the construction orchestra, ensuring every trade performs at the right time, in the right sequence. Together we manage the project.

WHO WE ARE

20+ Years Experience

Helping Charlotte Homeowners since 2002

Unlimited GC License

NC's Top Tier Unlimited Contractors License

PHIUS Certified Builder

Passive House certified — residential

Founded in 2002 by Steve McKee, QRS has served Charlotte-area homeowners for over two decades with residential remodeling, additions, and custom home construction. Steve holds an **Unlimited GC License** — NC's highest level — and is one of a handful of **PHIUS Certified Passive House builders** (phius.org) in the region. We bring commercial-grade rigor to every residential project.

Office Hours

Monday – Friday
8:00 AM – 5:00 PM

Steve McKee

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HOW OUR PRICING WORKS — COST-PLUS MODEL

On a cost-plus job, our fee is a **percentage of every actual cost** — labor, materials, and subcontractors. You see every real price with no padded line items or hidden markups. This puts QRS and the client on the same side — both motivated to keep the project efficient and on budget.

- Open book — every invoice, every cost
- Any item's total cost is easy to verify and calculate
- Savings from under-budget work flow back to you
- Reduced QRS risk generally keeps overall project costs lower
- No incentive for us to choose pricier solutions
- You receive all rebates and discounts QRS gets

DEPOSIT & BILLING PROCESS

- **Deposit before start** — collected with your signed contracts, sized to projected early spending. It functions as a dedicated account we use to pay project bills — every transaction visible in your portal.
- **Replenishment invoices** — as we spend money out of the account, we invoice to replenish the account (typically 2–3 times per job) so we always have enough to cover upcoming bills
- **Closing out** — near completion, your deposit is credited against final costs, resulting in a smaller final invoice; final billing may take a few weeks while subcontractor invoices are reconciled and all rebates and credits are factored in

WHY WE CHARGE FOR ESTIMATES

Most contractors give free estimates built on guesswork. When reality doesn't match, costs rise through change orders or quietly cut corners. Our process takes a considerable amount of time, attention to detail and diligence:

- **10–20 hours** developing detailed written scope with you
- Every sub walks the job and reviews scope before pricing
- Code upgrades and issues found **before bids**, not after
- Detailed itemization visible in our web portal
- Real numbers from real bids — not guesses or allowances
- Estimating fee covers our time only — not a profit center

50% of the estimating fee is credited back to you when you choose QRS for the project.

A WORD ABOUT CHANGE ORDERS

At QRS, **change orders exist for one reason only — something genuinely new was discovered or requested.** Written scope and real bids upfront mean we never need them as a correction. Every change order is documented, priced transparently, and requires your approval before work begins.

A change order should never be a surprise bill.

It should be a mutual decision — made with full information.

WHAT EVERY QRS PROJECT INCLUDES

Client Portal

Real-time visibility into every cost, invoice, and approval — accessible from any device.

Licensed & Insured Subs

Every subcontractor we hire carries their own license and Workers' Comp — protecting you and your home.

No Shortcuts. Ever.

We do the work right — full stop. Honest pricing from the start means no pressure to cut corners.

Our Commitment to You: We believe the best relationships are built on full transparency — you feel informed and confident at every stage, from this conversation to the final walkthrough. You will always know where your project stands.