



# Frequently Asked Questions at NexLevel

We've gathered some of the most common questions we receive to help you better understand our services and processes. If you need further clarification or have additional questions, please reach out. We're here to assist.

## **1. Starting the Project: What's Next?**

Once you've chosen NexLevel, we immediately begin the administrative work. This involves obtaining HOA approvals and city permits, a process that typically takes between 4-6 weeks. This ensures all work is compliant with local regulations before construction starts.

## **2. What Do You Need from Me?**

For a smooth process, we'll need a copy of your property survey. This aerial view shows property lines, setbacks, and build lines. Additionally, you'll need to submit our documents to your HOA for modification approval. After receiving the HOA's approval letter, we'll need a copy to proceed with city permitting.

## **3. Is a City Permit Necessary?**

Absolutely. If you're within city limits, a permit is essential. Without one, the city has the authority to halt our work, and there could be penalties, including fines or even the requirement to undo the work done.





#### **4. Permit Duration?**

While most cities provide permits within two weeks, they legally have up to 30 days to process our request.

#### **5. Permit Costs?**

Permit costs vary. Cities determine the cost based on the project's valuation, which is usually a percentage of the project's total cost.

#### **6. Is Engineering Required?**

Sometimes. Certain projects may require specialized engineering. If this is the case, we have a network of trusted engineers we collaborate with to ensure the structural integrity of your project.

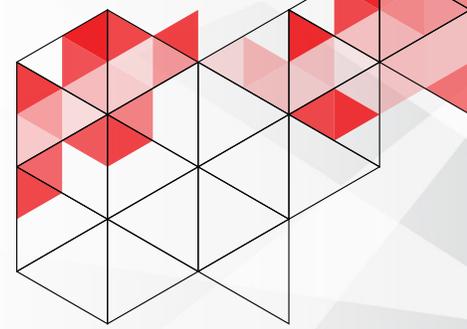
#### **7. Type of Concrete Used?**

We prioritize durability. Our standard is 3500 psi concrete reinforced with 3/8" rebar on an 18" grid. All our concrete pads are at least 4" thick, ensuring a solid foundation for structures, kitchens, fireplaces, and more.

#### **8. Licensing and Insurance?**

While general licensing isn't mandated in Texas for our primary services, we ensure that any specialized work, like electrical or plumbing, is handled by fully licensed subcontractors. NexLevel is comprehensively insured, safeguarding both our team and your property.





## 9. Lumber Choices?

Our primary choice is western red cedar. It's resilient, naturally repels pests, and is rot-resistant, making it ideal for North Texas conditions. We also offer composite materials and other wood types based on your aesthetic preferences.

## 10. Stone Options?

We predominantly use natural stones like Limestone, Austin stone, and Oklahoma chop stone. However, if you have a specific look in mind, we can also provide manufactured stones like Coronado.

## 11. Warranty Details?

We stand by our work. NexLevel offers a 10-year craftsmanship warranty. This covers potential issues not related to weather or foundational shifts. We ensure our structures remain leak-free and maintain their integrity.

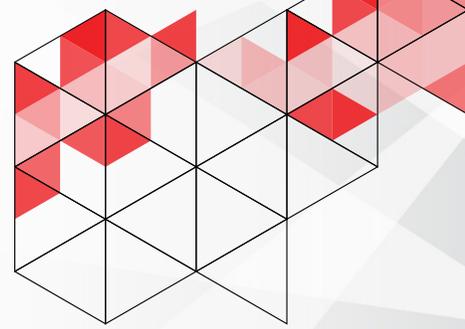
## 12. Project Duration?

The timeline varies based on the project's complexity, weather conditions, and material availability. However, our team is dedicated to completing your project efficiently without compromising on quality.

## 13. Financing Options?

Yes, we offer straightforward financing options. With competitive rates and terms up to 140 months, we ensure the financial aspect is as hassle-free as possible.





#### **14. Payment Terms?**

Our standard terms are ½ down at the project's start and ½ upon its completion. This structure ensures transparency and commitment from both sides.

#### **15. How Long Have You Been in Business?**

NexLevel was founded in January 2022 after Cornerstone Outdoors and I Roofs merged. Both companies have a longstanding reputation for excellence, and NexLevel continues that tradition.

#### **16. Services Offered?**

NexLevel is a comprehensive solution for all outdoor living needs, from irrigation and concrete work to roofing. We coordinate every aspect, ensuring a cohesive and beautiful result.

#### **17. Crew Experience?**

Our team is our pride. Most of our tradesmen have been with us for over a decade, ensuring consistent quality and a deep understanding of NexLevel's standards.

#### **18. Operating Hours?**

We're available from Mon-Fri, 7 a.m.- 5 p.m. If you need an appointment outside these hours, we're flexible and can accommodate.

