

## FREQUENTLY ASKED QUESTIONS

### **How much can I save as an owner builder?**

*Pool Planners* can help you realize a savings of up to 25% over a traditional pool company.

### **How does an owner builder system work?**

Most pool companies are brokers who schedule subcontractors for you and make money by marking up their prices. As an owner/builder, you, the homeowner, schedule the subcontractors, rather than a pool company.

### **I don't have any pool building experience. How will I know what to do?**

*Pool Planners* provides a step-by-step building guide to walk you through the process of building your own swimming pool. *Pool Planners* helps you develop a pool design, calculates complete job cost projections, provides the architectural drawings for the permit, helps you acquire engineering, and assists you in the selection of quality, licensed subcontractors. But we don't stop there! *Pool Planners* provides unlimited phone consultation and site inspections, as needed, **all for one low price**. You do the scheduling -- it's as simple as coordinating a child's birthday party.

### **How long does it take to build a pool?**

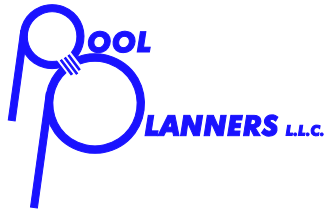
The average backyard pool takes about six weeks from excavation. The amount of time to get to excavation varies by municipality and their ability to process your permit.

### **Who warrants my pool?**

When you are an owner/builder through *Pool Planners*, each subcontractor warrants his own work. You end up with a better warranty than with a traditional pool company. Your warranty is spread out over eight or nine subcontractors rather than one. Subcontractors have a far better record of staying in business than pool contractors. In contrast, when a pool contractor goes out of business, you end up with no warranty for your project.

### **How does *Pool Planners* make money and save me money at the same time?**

Our low, flat-rate consulting fee includes all of our services, from design to oversight. We do not mark up any work provided by subcontractors, saving you significant money on your project. We also provide pool equipment at a low profit margin. Our pricing for consulting and equipment saves you money, whether your project is large or small.



**Every pool company I talk to says that *they* build the highest quality pool in town. Who should I believe?**

Pool builders have different levels of skill and experience. But one thing is clear: the **lowest** bid will surely **not** result in the highest quality pool. Unfortunately, many pool builders are not aware that they build a low quality pool, and often use out-dated building methods. When you build a pool with **Pool Planners**, we educate and steer you to the best quality pool, no matter how big or small your project may be.

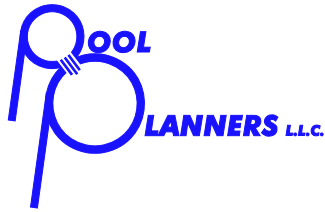
**I have heard a lot of stories about pool companies going out of business in the middle of a pool project, after taking the customer's money. How can I prevent that from happening to me?**

The only way to guarantee that your experience will not turn into a pool company 'horror story' is to not use a pool company! Many pool companies are started by sales people or construction laborers who have little construction, design or building experience outside of their immediate specialty. They generally have no business experience and are undercapitalized. You can normally find these guys by looking for the "lowest price".

With **Pool Planners**, you can join the growing fraternity of people who have become owner builders. You can ensure that your experience will **not** become another 'horror story'. If a subcontractor goes out of business, pick another one. You control your money, paying each subcontractor after he finishes his work. You will never have a situation where a pool company has left you with a mess in your back yard after taking thousands of dollars of your money!

**My friends who have used traditional pool companies told me I'll never know when the pool company will work on my project. But I need to keep the dog inside and don't want people in my yard if I'm not home. How can I know what is going to happen and when?**

There are two ways to get this kind of service: 1) Find the highest quality pool company in town. You will have a reasonable expectation that they will keep you informed and communicate to you about what they are doing. They will also likely be the most expensive option, as this type of customer service requires time and effort, **OR** 2) Become an owner/builder with **Pool Planners** by your side. When **you** schedule the pool, **you** will know when the work will be done and can plan accordingly.



**The pool company wants me to sign a contract today! They have a “special deal” that I can only get this weekend. What should I do?**

**Run!!!** Most high-pressure sales keep you from finding out what you are buying until it is too late. Companies that use high pressure sales don't want an educated buyer. They know what they are selling, and if you don't, you lose. A pool is like real estate. You can't trade it in if you make a bad decision.

**The pool company has a contract price. How will I know what my owner/builder project will cost?**

*Pool Planners* calculates its estimates from the published price lists of quality subcontractors in Tucson. *Pool Planners*, as part of its regular service, will perform a job cost estimate of the entire project for you. The final estimate for a typical pool is generally within 2% to 5% of the finished price, assuming there are no changes made to the original project. Large projects with special details may vary more, but you will be informed and consulted during the design process, before any work begins.

**I hear a lot about “Hawaii in my back yard” and very little about the nuts and bolts of how my pool is built. How can I be sure my pool is well built as well as good looking?**

Most sales people play on your emotions to make a fast sale. Few sales people really understand how a quality pool is built. Design is important, but the *quality* behind the pool is what makes it a joy to own, long after the newness of the design has worn off. Your pool designer should understand plumbing hydraulics and how the pump, filter, and pipe sizes all work together. He should understand structures and how steel and concrete work. He should also understand soil conditions and the problems that can arise. At *Pool Planners*, we educate you so that you know what quality to look for, *before* you begin your project. The extra knowledge will pay off in the end.

**How do I find out if the builder(s) I am talking to are real professionals in the swimming pool business?**

*The Association of Pool and Spa Professionals*, or APSP ([www.apsp.org](http://www.apsp.org)) is the world's largest pool and spa organization, promoting best practices through standards, research and safety. Local pool building codes are largely based on the standards set by this organization. Just as you shouldn't go to a doctor that is not a member of the AMA, you shouldn't build a pool with a builder who is not a member of APSP. And, if you want the best of the best, make sure your pool builder also holds a CBP (Certified Building Professional) designation.

*Pool Planners* is a member of the Association of Pool and Spa Professionals

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Certified Building Professional

Certified Service Professional