

Customer Questions & Answers for Brooks & Stephenson Drywall

1. How do I know if my project is too small or too big for you to take on?

No project is too small to talk with us about. We handle everything from a single damaged section of drywall to full-home and commercial remodels. For smaller repairs, we provide a clear estimate and timeline so you know it is worth doing right the first time. For larger projects, our team scales with trusted partners we have worked with for years, while we remain your primary point of contact and quality control. If you are unsure, send us a few photos and a brief description and we will quickly let you know the best path forward.

2. What exactly happens between my first call and the day you start work?

Our process is straightforward and transparent:

- Initial contact: You call or submit a form with a brief description and photos if possible.

- Site visit and assessment: We schedule a visit to walk the space, take measurements, and discuss your goals, budget, and timeline.

- Written estimate: You receive a detailed estimate outlining scope, materials, labor, and an approximate schedule.

- Scheduling and deposit (if applicable): Once you approve, we confirm dates and collect any agreed-upon deposit.

- Pre-job preparation: We review access, parking, and any special considerations such as kids, pets, noise, and dust.

- Work begins: Our crew arrives on time, walks you through the plan for the day, and keeps you updated as we progress.

You will always know what is happening next and who to contact with questions.

3. How messy is this going to be, and what do you do to protect my home?

Drywall work can be dusty, but we plan for that from the start. We:

- Use plastic sheeting and temporary barriers where appropriate to isolate the work area.

- Cover floors and nearby surfaces with drop cloths.

- Use dust-minimizing sanding methods and vacuum attachments when possible.

- Clean up at the end of each workday, not just at the end of the project.

We will also walk you through what you might want to move or cover ahead of time so your home feels respected and livable throughout the project.

4. Will the new drywall or repair actually blend in, or will I always see where the work was done?

Our goal is for you to forget where the repair even was. We focus on:

- Matching existing texture as closely as possible.

- Tying repairs into surrounding areas so there is no hard visual edge.

- Proper priming so paint lays evenly and does not flash over repaired spots.

We will be honest about what is possible in your specific situation and explain what level of finish you can expect before we start.

5. How do you coordinate drywall with other work, like tile,

windows, or remodeling?

Because we also handle related services like tile work and window installation, we can often simplify your project by coordinating these pieces for you. That means: - Planning the sequence so trades are not tripping over each other.

- Making sure openings, backing, and substrates are correct for tile or windows before we close walls.
- Reducing gaps in responsibility so you are not stuck between multiple contractors if something needs adjustment.

If you already have other trades lined up, we are happy to coordinate with them to keep your project on schedule.

6. What affects the price the most, and how can I keep costs under control?

The main factors that affect price are: - Scope and size: Total square footage and how many rooms or areas we are working in.

- Condition of existing surfaces: Water damage, previous repairs, or structural issues can add prep time.
- Level of finish: Basic utility spaces versus high-visibility, high-finish areas.
- Access and complexity: High ceilings, tight spaces, or occupied homes versus empty units.

You can help keep costs predictable by being clear about your priorities, letting us know about any known issues, and avoiding mid-project scope changes when possible. We provide detailed estimates so you understand what you are paying for and where there is flexibility.

7. What happens if there is a hidden problem behind the drywall, like mold or structural damage?

If we uncover hidden issues such as mold, rot, or structural problems, we stop and show you exactly what we have found. We will: - Explain the issue in plain language and what it means for your home.

- Outline your options and any safety concerns.
- Coordinate with or refer appropriate specialists if the problem is outside our scope.

We do not proceed with additional work without your approval, and we document what we find so you can make an informed decision.

8. How long will I be without use of this room, and what if the schedule changes?

Before we start, we provide a realistic timeline for both the work and drying times between coats. For most residential projects, you will have a clear sense of: - How many days we will be on site.

- Which days the room will be fully unusable versus partially usable.
- When painting and final cleanup will happen.

If something changes, such as unexpected repairs or weather affecting drying, we communicate that as soon as we see it. Our goal is to respect your schedule and minimize disruption.

9. What kind of warranty or guarantee do you offer on your work?

We stand behind our workmanship. If you notice issues related to our work within an agreed-upon warranty period, contact us and we will come assess it. If it is a workmanship issue, we will make it right. We will also be upfront about things that are

outside any contractor's control, such as new structural movement or fresh water damage, so expectations are clear from the start.

10. There are a lot of drywall companies. Why should I trust you specifically with my home or building?

Brooks & Stephenson Drywall is a third-generation, family-run business with over 60 years of history in the Vancouver and Portland area. That means: - A reputation we are committed to protecting on every job.

- Traditional craftsmanship combined with modern methods and materials.
- Licensed, bonded, and insured in both Washington and Oregon, so you are protected on either side of the river.
- A small, experienced team that treats your property like our own, from preparation to cleanup.

We are happy to provide references or photos of similar projects so you can see the quality of our work before you decide.