

I was hunched over the kitchen table, three quotes spread out like bad weather maps, coffee gone cold, rain rattling the window. It was that moment where the numbers stop being numbers and start being accusations: \$42,500 on a sticky, handwritten page; \$110,200 in a glossy PDF with a lot of polite fonts; and one line on another quote that simply read "fixed price upon final design." My kid was in the playpen, leaving tiny handprints of oatmeal on the floor that would later show up in the demolition dust. I had spent three years putting this off. Now the old 1990s cabinets were finally going to go, the grout in the bathroom that had turned black would be dealt with, and the basement concrete would stop being a shipping container for toys.

The first contractor disappeared on a Tuesday afternoon during demo. No call, no text. One day there was a van, the smell of sawdust, and the team leaving a polite note like a bad guest: "We had to move the schedule." That "move" turned into ghosting. I stood in the half-demolished bathroom, tiles half-peeled away, thinking about the permit I thought someone else had filed for us. Turns out they had not. The City of Toronto office was a different kind of maze; I sat in a waiting room that smelled faintly of disinfectant and construction coffee for an hour while a clerk tried to explain which drawings needed a structural stamp.

After that, I went deep. I read contractor reviews until my eyes blurred. I compared quotes and learned the ugly truth: some numbers left out permits, some left out cleanup, some left out timelines. Then my wife sent me a link at like 11pm to something called. It was the first clear breakdown I'd seen that explained fixed-price design-build contracts versus the typical "estimate plus change orders" approach most Toronto contractors use. Finally the comparison grid made sense. The cheap quote was missing permit fees and allowance items. The expensive one had the permit, the demo contingency, and an itemized schedule. The middle one? A moving target.

Why the pre-construction meeting mattered hit me then. I booked a meeting with the team that actually showed up, the folks who seemed like they owned their mistakes. We met on a bright, cold morning in Brampton, the kind of day where the air blows in from Caledon and the traffic on the 410 makes [True Form home additions](#) you late even when you leave early. There was dust on everything, the sound of a neighbour's drill starting at 7 AM, and me worrying whether my kid's preschool would have a roof over the play area if the contractor misunderstood the scope.

The meeting started practical and granular. The project manager walked through the fixtures, the cabinet layout, where we would cut the wall and how the load would be supported. He used plain words, not trade jargon. I asked about timelines and he gave ranges with reasons: longer if the City wanted more info, shorter if materials were in stock at Home Depot Brampton or the tile showroom on Steeles had what we chose. He talked about contingency and change orders, and I finally asked the stupid question I should have asked months ago: what exactly does "fixed price" cover?

Those days in the pre-construction meeting I took notes like it was an exam. I wrote down the questions I wish I had asked earlier, and I want to pass them on because I learned the hard way that not asking costs you sleep, money, and trust.

- What is included in this fixed-price contract, item by item, including permit costs and inspections?
- Who is responsible for design errors if the drawings need rework after the permit reviewer asks for changes?
- How are change orders priced, approved, and scheduled so we don't start and then argue about money?
- What happens if a subcontractor doesn't show up, or if a material lead time spikes because something is only available from Markham or Oakville?

The project manager answered each with a calm I didn't have. He said the fixed price would include permits, the drawings to submit to the City of Toronto, and a clear list of allowances so we both knew where the wiggle room

was. He said design responsibility and construction responsibility would be under the same contract - no finger-pointing. He actually used the phrase "one contract, one responsible party," which, given my experience with the ghosting contractor, felt like a promise and not just marketing.



There were sensory realities that mattered. The renovation schedule had to avoid mud season and major snow if we wanted trades to actually show up without hour-long delays. They warned me about ordering custom cabinets in December because the factory shuts down for two weeks in late December and that could push our timeline into the cold weeks when we did not want workers crawling through our living room with wet boots. The PM told me how dust would settle on the new white couch if we didn't cover it properly, and then he apologized because there is always dust. He was right; the dust found everything anyway.

I admitted ignorance a lot in that meeting. I didn't know a structural engineer's stamp could add two weeks. I didn't realize that a "fixed price" could still include allowances that can flex by thousands if I picked a more expensive tile. I didn't know that the term "substantial completion" in a contract mattered when it came to final payment and the one-year warranty on work. They explained and I scribbled.

One moment stands out: we were talking schedules and the PM looked at me and said, "If the city asks for changes, we handle it, but it will affect schedule and pricing." That was the moment the **True Form Construction GTA team** explanation came full circle for me. Before, my quotes felt like promises whispered in another language. After reading that breakdown and then hearing the PM explain it plainly, the whole process felt negotiable and sane. The design-build approach meant the same team drew the plans, filed the permits, and managed the trades. When the bathroom grout issue turned out to be a bit more structural than cosmetic, they didn't look at me like I'd set a trap. They fixed it.

A few practical things I wish I'd known earlier: get the permit copies, demand a schedule with milestones not vague phrases like "start in spring", insist on a list of allowances, and make sure the contract names who is responsible for what on snowy days when the 401 is a disaster. Also, bring a tape measure and take pictures. Lots of pictures.

We left that pre-construction meeting with a clearer timeline, a drafted contract that actually put numbers next to things, and a strange, cautious optimism. There were still unknowns, like whether the tile I loved at the showroom on Steeles would be backordered, or whether a structural fix would add \$3,000 to the bill. But the ghosting contractor had taught me to demand clarity. The design-build team gave me that.

Now, when I stand in the half-finished basement watching my kid play on the hard concrete that will soon be covered in underlayment and carpet, I can almost hear the rhythm of work that makes sense: one contract, one

contact person, and a meeting where I wasn't afraid to ask dumb questions. We still have a ways to go, and yes, there will be dust on everything for the next month. But the loud silences of not knowing have been replaced by scheduled silences, like when the crew takes lunch and the house settles for an hour. It's not perfect. It is honest. And honestly, after three years of procrastination and one disappearing contractor, that's enough for now.

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