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How to

# **AVOID**

the Headaches,  
Frustration, and Stress of  
Construction Disputes

**A 7-Step Guide  
to Calmly Resolve Disputes  
with Your General Contractor  
and Win.**

Construction disputes can derail your dream project, turning it into your worst nightmare. But it doesn't have to be that way. The 7-Step Guide from Surpass Services, Inc. offers proven strategies to help you alleviate the aggravation of unreasonable contractor bullies. With over 50 years of combined industry expertise, Surpass Services, Inc. designed this guide to provide you with the insider knowledge you need to confidently take charge of your project and keep it on track—starting today.

1

**STAY CALM.** First, take a deep breath (or a stiff shot of whiskey). Dealing with a construction dispute can feel overwhelming, but help is just a call or text away. You don't have to tackle this alone.

2

**HIRE AN EXPERT ADVOCATE.** Enlist someone who truly understands the ins and outs of construction disputes. With our professional support, you'll have an experienced personal advocate who's been and done it successfully hundreds of times. Don't try to navigate this complicated terrain alone.

3

**EXPLAIN YOUR GRIEVANCES.** Are you dealing with a contractor's unexpected cost overruns? Inferior quality of work? Delays that are pushing your project back? Whatever the problem—construction defects, financial losses, incomplete work—tell us about it. Details will help your advocate grasp the full scope of the dispute associated costs and chart a clear path toward resolution.

4

**GATHER ALL DOCUMENTATION.** The more information you provide, the better, so gather contracts, receipts, photos, emails—anything that might help clarify the situation. We'll review your materials with an experienced eye, using our extensive knowledge of industry standards and local building codes to pinpoint the issues and associated costs and discuss your options with you.

5

**CONSIDER MEDIATION.** It often costs about half the cost of litigation and is usually far less stressful. If you choose this route, we'll support, promote, and defend your position. We'll carefully prepare a precise itemized cost analysis of the damages you've suffered—backed by our industry expertise and code knowledge. This written report will strengthen your position in negotiations with the general contractor and often is sufficient to forego further steps.

6


**Negotiate a Settlement.** We'll take the lead in negotiations—working directly with the contractor or an independent mediator—to secure an outcome that aligns with your needs. Our detailed report usually paves the way for a fair agreement to solve the issue. If you're satisfied with the terms, fantastic! Dispute resolved. If not, the next step is litigation.

7

**LITIGATE WITH CONFIDENCE.** If you choose to litigate your case, we'll serve as your expert witness, presenting a fact-based cost analysis of damages to ensure your position is backed by industry expertise every step of the way.



# WE ARE SURPASS SERVICES, INC.



With over 50 years of construction industry experience—25 years of hands-on construction contracting and 25 years of top-tier construction advocacy—we know the industry inside and out. We hold California contractor licenses in general engineering and general contracting and maintain certifications from the National Utility Contractors Association. We provide crystal-clear analysis of complex construction and financial issues through written reports. We also provide expert witness testimony to support, promote, and defend your case every step of the way.

## READY TO RESOLVE YOUR DISPUTE?

Call Michael Sawyer, President of Surpass Services, at **949.702.2290** to learn how to put our expertise to work and discover why we're The Calming Force in Construction Mediation. The first consultation is complimentary.



**SURPASS  
SERVICES INC.**

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