

What Can I Expect from Your Design Team?

You will find the Toscano Interiors Design team professional, approachable, and committed to your satisfaction. We are advocates for your vision, and when challenges arise we are competent problem solvers. Most of all, you will find the experience working with our team lighthearted and fun. You can expect the best value for your investment in your project, and we will work hard to deliver exceptional, remarkable service you will remember for years to come.

The Five Attributes of a Great Design Client

Be open to new ideas: Our best clients trust us. After the initial consultation, they know we listened and understand their goals. Our goal is to help you reach a place you couldn't get to on your own. You may initially look at an idea for a floor plan or piece and not be so sure about it. That initial, "I am not sure about this" is normal. We ask that you look at the overall finished space and take a bit of time to consider new ideas. Sure, we are good at design, but we are best at learning about our clients and creating spaces that speak to them. Do your best to stay open minded. We will do our part by providing excellent ideas and great custom services.

Trust the process: We start first with a design concept that outlines the overall feel of the space. The initial concept has some specifications but all of the final details aren't ironed out. I would describe the initial process as broad brush strokes. We talk through details and once determined, we work to technically master each individual component of your project. Simply put design concept is right brained, then specifications move into what I consider a left brained phase. Sometimes clients who are more detailed and technical in nature want all of the technical aspects of the job outlined in the beginning as we are initial designing the design concept. There is a fine line with this type of approach. We prefer to work out fine details once we all agree to the direction we are moving. Otherwise design time can be spent on outlining and detailing out specifications that don't come to fruition.

In a new construction project, there will literally be thousands of decisions you need to make before the home is completed. Our experience allows us to know the order of construction and what may be specific to your project we will discuss in detail with your general contractor. Sometimes selections need determined early because of the order of construction and sometimes it is because of lead time of materials. Let me offer an example. Rough in plumbing, goes in right after the framing of a project. In order to make a good design decision we may need to tool the kitchen layout. Do we want a sink on the island for example? In the powder room, were you wanting a vessel sink – in which case the plumbing may be preferred from from the backsplash and not the countertop. These details we know from construction experience and we will help navigate the schedule appropriately.

If you hire us once construction has already begun, it is our goal to move in front of the

construction. We will navigate you to showrooms and place selections in front of you that need determined so the project is as timely as possible.

Try not to revisit decisions: Every decisions builds on the other. Understand some decisions ground the design and if changed it may create a domino effect, causing many decisions to be revisited. If you don't like an element don't sign off on it. If you are nervous about the visual impact of a decision after you made it, talk again with your designer. Some clients are naturally nervous about making decisions. Sometimes this is just because they have never gotten it right on their own. We can help you get there. We only bring decisions to you that will visually be appealing and work for your project.

Absolutely don't shop after you hire an interior designer: It is okay if you did some footwork before you hired the designer, but once you share with them your ideas and you place them on retainer, it is very important you stop sourcing items for your project. I know this may sound harsh, but I simply will not let my clients do this. It causes chaos, leads to additional billable time, and splits the energy of the project. I am always open to guidance and resources, but these things are best given at the beginning of the project.

Allow the Process to be Fun: There isn't much else to say here. Our best clients allow us to infuse fun into this process. We laugh. We collaborate. Oh – and they let us do what we do best.

Know You Are in Good Hands

I define a great design project as one in which the homeowners are thrilled at the end of the process, where every member of the development team – designers, builder, artisans and workrooms are engaged and committed to the best possible project. The team we bring to our projects has been refined over many years. We work with the best in Colorado Springs. As a team we offer pride, enthusiasm and commitment to our clients and fellow team members.

We offer something special to our clients – something intangible – but important nonetheless. Our work helps our clients relax more easily, it helps them organize their lives, it offers a place to unwind, and it is a backdrop to something really precious – their lives and those they love. That is the heart of what we do. We don't believe all of our magic is in a great countertop or sofa selection. Our *real* magic is in knowing you and how you want to live.