



## What We Value

- **Treating** our customers, our suppliers and our employees with respect
- **Dealing** with absolute honesty
- **Giving** our customers what they asked for...and more
- **Providing** the very best quality materials and labor within the customer budget
- **Creating** value in the customer's project through creativity, imagination, thoughtful preparation and solid craftsmanship
- **Being** as transparent as humanly possible through careful preparation, daily clean-up, treating our customers' property as if it were our own and using lots of drop cloths and other protective equipment
- **Assuring** customer satisfaction with pre-construction meetings, regular mid-course meetings, daily e-mails if appropriate and a final walk-through to assure customer satisfaction with the final work before we leave the premises
- **Charging** rates that will allow us to maintain the highest levels of professionalism and work quality yet maintain affordability for all of our customers
- **Estimating** a project's value as accurately as possible and always honoring the approved proposals
- **Issuing** change orders when a customer requests a change or when unexpected conditions arise that preclude the safe and satisfactory completion of the project
- **Specifying** only those materials and services that are economically and functionally sound and consistent with objective standards of health and safety
- **Insuring** our work and our people. We are fully insured by the Bureau of Workers Compensation and we are always covered by at least two million in general liability insurance, ample vehicular insurance. We are bonded in those communities in which we work.
- **Complying** with all federal, state and local laws including those for licensure. We are licensed as general contractors in those communities in which we work.
- **Supporting** our industry with professionalism. We do so through our memberships in and support of the National Association of the Kitchen and Bath Association (NKBA), Professional Remodelers of Ohio (formerly Greater Cleveland NARI) the National Association of the Remodeling Industry (NARI), the Home Builders Association of Greater Cleveland (HBA) and the National Association of Home Builders (NAHB), The Remodelers Council and, of course, the Better Business Bureau among others.
- **Being** a top notch provider of home and commercial remodeling and restoration services
- **Maintaining** our customer relationships so that you will call us again for your next project and think kindly about recommending us to your friends, neighbors and business colleagues.

