

Why You Should Choose Big Pine Construction LLC.

30 Bottom Line Benefits and Advantages When You Do.

The following is a list of 30 benefits and advantages we have compiled which we feel give you, *our potential client*, a tremendous advantage over dealing with other Builder/Remodeler companies. *So if you are considering other contractors besides Big Pine Construction to do your next remodeling or building project, all we ask is that you use this check list to see how many of these points our competitors can meet. Thanks.*

Grant Medich—President and Owner—Big Pine Construction LLC.

1. Virtually all our existing and past clients since we have been in business have told us *their experience in working with us has been a pleasurable one and they would welcome the opportunity to work with us again.*
2. We continually hear from our clients after we finish a building project for them that they consider us *“more like friends and in some cases, family”.*
3. Our customer service surveys of a cross section of clients received a 100% Customer Satisfaction rating with *“Excellence”* being the one word used most often and *“Exceeded our expectations”* being a common phrase.
4. We have numerous reference letters that support our customer satisfaction claims with reference names and phone numbers which can be made available for your use and research.
5. Our company has been in business now for over 4 years, and was organized as Big Pine Construction LLC in 2003. We continue to grow and thrive mostly because of our repeat and referral business, as well as our “word of mouth” advertising.
6. Both the company and the owner/president of Big Pine Construction LLC have a Michigan Builder’s License (which is required by law for residential work).
7. We only use subcontractors who are licensed in their particular trades, as required by the State of Michigan, to perform work on your project, to ensure you the utmost in professional service.
8. For your protection, every subcontractor we hire is required to provide us with a certificate of insurance, which is kept on file in our office.
9. Our subcontractors are selected based on their performance ability instead of the lowest price, in order to provide you with the best possible service and finished product. They are also fully aware of our company’s mission and philosophy to focus on providing professionally executed service to our customer.
10. We focus on keeping a neat and clean job site with as little waste as possible, and we recycle products when we can. Our professional employees and subcontractors are required to clean up at the end of each day’s work.
11. We make it a point to thoroughly discuss all the details of your project with you before we begin. Then we focus on keeping you informed of progress made on the project - thereby virtually eliminating any surprises.
12. Our people at Big Pine Construction LLC always face up to problems immediately. We use these opportunities, when they appear, to demonstrate how our company takes a pro-active approach to solving problems. This is far different than the approach taken today by many other companies.
13. When changes come, as they almost always do, we will make absolutely sure you know what those changes are going to cost you and how they will affect your overall budget and completion schedule. A formal change order will be signed.
14. We do our own estimating to keep a tighter control on time constraints, budgets and purchases for your project.
15. We only use quality products and vendors and we will advise you on alternatives when they would serve you better and stay within your overall budget.

(Please See More Information On Reverse Side)

16. We stand behind all warranties, as our subcontractors also do with the products and services they supply. In warranty situations that are not so obvious, we will assess each case individually and fairly.
17. Big Pine Construction LLC makes sure its tools, trucks and equipment are all well maintained and removed from a job or replaced if not performing correctly.
18. We require our professional people and subcontractors to be neat, clean and presentable on every job, regardless of the work being performed.
19. We are dedicated to “continuous improvement” and so for that reason, we work at staying abreast with the latest building techniques and codes, while also staying an active member of our local, state and national Home Builders Associations.
20. Time and time again we have been noted as the builder/remodeler who gladly accepts the unique or challenging jobs because we consistently and creatively excel when doing them.
21. When we are compared with other bidders on your project, we are hardly ever the lowest price. There are a couple of good reasons for this. We do our best to give the customer a realistic quote rather than let people think it will cost less, knowing they will be later burned by the extras. We know when we finish your project, it will be your best value for your investment, and both of us will be proud of the finished work for many years to come.
22. During our estimating process we use a 34 item list to address all the construction categories for a project to minimize missed construction processes and avoid extras added to the job later. This system also gives you a more thorough look at where the costs actually are in the project.
23. We make a very concentrated effort to cover all of the details and parts that are realistically going to be needed to implement the project, instead of coming back to the customer later with extra charges for “picky” items.
24. Our professionals always perform our own “walk through” and final “punch list” before we do the same with you. In this way, 99.9% of the obvious things we may have missed (*and there shouldn't be many*) are caught so you don't have to worry about catching them when you do your thorough walk through with us.
25. On major projects, if you do not call us with any problems and we do not revisit your project within the first year after it has been completed, we may ask to do a general inspection before the year is up. We would do this for the purpose of looking for any problems we might see developing so that we could fix them at that time.
26. We offer all our customers a referral reward program for leads that turn into jobs.
27. We stay in constant communications with you and if someone is going to be, or not going to be on your job, for any reason, we will let you know.
28. Our company is a member in high standing with our local Home and Building Association of Greater Grand Rapids; the Michigan Home Builders Association and the National Home Builders Association.
29. The relationship and trust we build with our clients becomes so strong that they will call on us for advice and as a resource for other home maintenance issues which we may or may not actually perform for them.
30. Finally, our greatest source of qualified leads comes from the best advertising of all.... “Word of Mouth Advertising” from our highly satisfied customers. Be sure to ask us and everyone who bids on your job, for excellent references.

Big Pine Construction LLC
Building a Better Tomorrow... Today!